



# HEADLINE REPORT

**Place Survey Results**

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## Background

The Place Survey was conducted between 29<sup>th</sup> September 2008 and 16<sup>th</sup> January 2009. The Place Survey replaces the BVPI general household survey which was last undertaken in 2006. Although the essence of the two surveys are very similar, there are changes to questions and so comparisons between the two surveys is restricted to those questions that are asked in an identical format. Caution should be taken if attempts are made to try and compare slightly differing questions.

The initial survey was sent to 2500 residents spread randomly throughout the borough. Two reminders were sent to those residents who failed to respond to earlier mailings. Given the low numbers of responses received, it was also decided to boost the sample in Ribble Valley to help reach the required target of 1100 completed surveys. The boost was sent out on 24<sup>th</sup> November to 485 residents.

1327 responses were received for the survey, equating to a response rate of 44% and a margin of error of 2.7%. This report contains data that has been officially weighted by the Audit Commission, via a complex series of factors including age, social class, ethnicity and gender.

The weighted data received by the Audit Commission has been put into the statistical package SPSS for further analysis. This report therefore contains a thorough analysis of the findings, examining the findings by gender, age, ethnicity and disability.

Note: in many of the following tables, the data has been presented using the concept of a 'net index'. This is simply a calculation that makes sure both the positive and negative responses to a question are taken into account. It is calculated by taking the negative responses away from the positive responses. A net index of 100% means that everyone answered this question positively, whilst a net index of -100% means that everyone answered the question negatively. A net index of 0% means that an equal proportion of people answered it positively and negatively.

## Summary

1. Of the 18 national indicators covered in the Place Survey, Ribble Valley ranks (relative to the 4 other East Lancashire authorities) 1<sup>st</sup> for all 18 of these
2. Crime is still regarded as the most important aspect in making somewhere a good place to live but is not currently a top priority for requiring improvement
3. Satisfaction with the local area is extremely high at 95% (83% in 2006)
4. Residents are generally quite negative about the work that the Council and other local public service providers are doing to improve the area. Whether this is because they do not see it happening or that they see it but feel it could and should be done better is unknown
5. A clear message from residents is that the communication gap between the resident and the Council is widening. The Council does not appear to promote the interest of local residents or act on their concerns. Residents also feel unable to get involved in local decision making
6. 45% feel that the Council provides good value for money. 21% do not
7. 59% are satisfied with the way the Council runs things. 15% are not
8. However, satisfaction with the Council is deteriorating compared to 2006 and 2003
9. Communication seems to be deteriorating, with fewer people knowing the standard of service they should expect and how to complain about public services
10. More than 1 in 4 residents have provided unpaid help in the last 12 months
11. Parents not taking enough responsibility for their children and people treating each other with respect and consideration have seen big improvements since 2006
12. 72% feel safe in their local area after dark (this increases to 86% during the day)
13. Perceptions of anti-social behaviour have improved considerably since 2006, with teenagers hanging around on streets and vandalism seeing the biggest improvements
14. Perceptions of the police are relatively poor. 27% feel that they do not seek local views but 40% feel they do successfully deal with local issues

## Implications

### 1. Aligning priorities

In trying to meet the need of local residents (and at the same time evidencing this), the Council needs to try and align their priorities with those of the local community (and if they already have done, communicate this). Crime, health services, clean streets and education provision need to be high on the priority list. If and when they are, residents then need to be informed that this is what the Council is doing as result of their direct feedback.

The need to continually review the priorities of the Council and more importantly the resident cannot be underestimated. This regular review will ensure that time and monies are continually well spent and will also help to evidence and increase the feeling of being able to influence local decision making (see point 5 below).

### 2. Communication – activity

Residents have made it quite clear in this survey that they do not know about or appreciate the work that local public service providers are delivering. It may be worth finding out whether this belief is based upon a limited awareness of the work being done or whether it is based upon what they consider to be poorly implemented activities. If it's the former, then the communication/involvement needs to be improved. If it's the latter, then the Council should be asking what can/should they be doing better?

### 3. Communication – peripherals

It also seems to be the case that residents are not aware of the basic elements to public service provision. This includes factors such as how to complain and what level of service you should expect. Although great attempt may well have been made to date to try and provide residents with this information, it seems that for many this hasn't succeeded.

4. Communication – local press

Crime is a top priority for residents and the importance of the local press in influencing perceptions of crime (amongst other things) is huge. The local press is far more important than even personal experience of crime and for this reason the way that the Council utilises the press needs to be a very important part of their business.

5. Resident involvement

Perhaps the most important implication is that surrounding resident involvement in the decision making process. This appears to be heading in the wrong direction and for a host of reasons needs to be reversed as soon as possible. Compared to 2006, more residents have told us that they would like to get involved in the local decision making process, providing a perfect opportunity to make the most of this registered interest and bring them closer to those decisions that they would like to be involved in.

However, perhaps a bigger barrier is the shift away from a service centric mentality towards a customer centric mentality. This is no mean feat and will likely take a long period of time to achieve. But with lowering levels of satisfaction surrounding the Council and an apparent widening gap between the resident and the decision makers, coupled with the looming CAA inspections, the motivation to make this transition has never been as great.

6. Links to other public service providers

It will be of benefit and importance to other local public service providers in sharing the findings of this survey. Furthermore, collective responsibility for addressing the areas of weakness and generating actions that are driven by the needs of the community will be equally important. This link into other public service providers is quite easy with regard to the Place Survey but does this happen on a routine basis, whereby information, data and intelligence is shared between partners to facilitate improvement and foster a collaborative approach towards service delivery in Ribble Valley?









7. Specific findings that may warrant investigation

The survey has identified a few specific findings that have been captured here in the interest of ensuring they are given consideration and thought.

- a. Affordable, decent housing – as you may imagine, this is still an issue for the younger end of the age spectrum. Those aged 25-44 are less satisfied with their home as a place to live, perhaps in part due to the false expectations that money can buy in the modern housing climate
- b. Slipping satisfaction – although satisfaction with the Council is relatively high at 59%, this figure stood at 69% in 2003 and 63% in 2006. Therefore, satisfaction is on a slippery slope downwards. Addressing the feeling that residents have little influence on the decision making process, coupled with effective communication, will go a long way to addressing this decline
- c. Alienation of young and BME – there is evidence throughout this survey to suggest that the young and BME residents feel even more isolated from Council decision making. These two groups are more difficult to reach but in terms of equality and diversity the Council needs to be listening to the views of all members of the community. Consideration should be given as to how these residents can be reached
- d. Discontent with fire and rescue – this may simply be a blip in the figures but residents in Ribble Valley are less likely to be satisfied with the service that the fire and rescue provide. This is perhaps an important finding that needs to be brought to the attention of the fire service, with the intention of delving further into the issue to try and understanding whether there are underlying issues

## National Indicator set summary

**Figure 1 - Comparative performance across time periods**

National Indicator	2008	2006	Change
NI 1: % of people who believe people from different backgrounds get on well together in their local area	79%	78%	
NI 2: % of people who feel that they belong to their neighbourhood	73%	n/a	n/a
NI 3: Civic participation in the local area	16%	n/a	n/a
NI 4: % of people who feel they can influence decisions in their locality	31%	35%	
NI 5: Overall/general satisfaction with local area	94%	82%	
NI 6: Participation in regular volunteering	30%	n/a	n/a
NI 17: Perceptions of ASB	8%	23%	
NI 21: Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	40%	n/a	n/a
NI 22: Perceptions of parents taking responsibility for the behaviour of their children in the area	50%	40%	
NI 23: Perceptions that people in the area do not treat one another with respect and consideration	15%	29%	
NI 27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	30%	n/a	n/a
NI 37: Awareness of civil protection arrangements in the local area	17%	n/a	n/a
NI 41: Perceptions of drunk or rowdy behaviour as a problem	18%	38%	
NI 42: Perceptions of drug use or drug dealing as a problem	16%	46%	
NI 119: Self-reported measure of people's overall health and wellbeing	80%	n/a	n/a
NI 138: Satisfaction of people over 65 with both home and neighbourhood	93%	n/a	n/a
NI 139: The extent to which older people receive the support they need to live independently	39%	n/a	n/a
NI 140: Fair treatment by local services	81%	n/a	n/a



Below is a comparative table showing Ribble Valley in relation to the other East Lancashire Districts, comparing the 18 Place Survey indicators.

**Figure 2 - Comparative performance across East Lancashire**

<b>Indicator</b>	<b>Burnley</b>	<b>Hyndburn</b>	<b>Pendle</b>	<b>Ribble Valley</b>	<b>Rossendale</b>	<b>RV East Lancs Ranking</b>
NI1 – diff backgrounds get on well	55%	57%	53%	79%	61%	1st
NI2 – belonging to the n’hood	60%	59%	61%	73%	62%	1st
NI3 – civic participation	14%	15%	14%	16%	15%	1st
NI4 – influencing decisions	26%	27%	29%	31%	26%	1st
NI5 – satisfaction with local area	69%	67%	66%	94%	71%	1st
NI6 – regular volunteering	19%	25%	24%	30%	23%	1st
NI17 - ASB	34%	24%	32%	8%	19%	1st
NI21 – dealing with ASB and crime	23%	27%	24%	40%	24%	1st
NI22 – parents taking responsibility	24%	21%	22%	50%	26%	1st
NI23 – respect and consideration	42%	40%	47%	15%	36%	1st
NI27 – understanding of ASB and crime	23%	27%	21%	30%	25%	1st
NI37 – civil protection arrangements	14%	12%	14%	17%	12%	1st
NI41 – drunk or rowdy behaviour	38%	35%	40%	18%	31%	1st
NI42 – drug use or drug dealing	42%	35%	46%	16%	36%	1st
NI119 – health and well being	72%	72%	68%	80%	73%	1st
NI138 – satisfaction of 65+ (home & n’hood)	74%	79%	75%	93%	76%	1st
NI139 – support older people receive	33%	34%	35%	39%	30%	1st
NI140 – fair treatment by local services	64%	67%	66%	81%	65%	1st

## Respect Indicators

The table below provides an analysis of the data looking in particular at issues impacting on the respect agenda.

**Figure 3 – Comparative performance across East Lancashire (NI scores)**

	Burnley	Hyndburn	Pendle	RV	Rossendale	RV East Lancs Ranking
Noisy neighbours or loud parties	60%	64%	68%	87%	74%	1 <sup>st</sup>
Teenagers hanging around on the streets	-18%	-11%	-9%	47%	6%	1 <sup>st</sup>
Rubbish and litter lying around	-7%	13%	9%	58%	19%	1 <sup>st</sup>
Vandalism, graffiti and other deliberate damage to property or vehicles	13%	31%	18%	65%	30%	1 <sup>st</sup>
People using or dealing drugs	15%	25%	6%	59%	24%	1 <sup>st</sup>
People being drunk or rowdy in public spaces	24%	29%	19%	61%	36%	1 <sup>st</sup>
Abandoned or burnt out cars	78%	85%	75%	93%	84%	1 <sup>st</sup>
Parents not taking enough responsibility for the behaviour of their children	-32%	-39%	-34%	19%	-29%	1 <sup>st</sup>
% in the local area who perceive people not treating one another with respect and consideration	15%	19%	6%	66%	26%	1 <sup>st</sup>

## Satisfaction Levels

The tables below examine the satisfaction questions across all 5 district authorities in East Lancashire. In the first table, the percentages reported are based upon those who answered very or fairly satisfied. In the second, the percentages are based upon those who answered very or fairly dissatisfied.

**Figure 4a – Comparative satisfaction performance (very or fairly satisfied)**

Indicator	Burnley	Hyndburn	Pendle	Ribble Valley	Rossendale	Ribble Valley Rank
With local area	69%	67%	66%	94%	71%	1 <sup>st</sup>
Home as a place to live	85%	85%	86%	94%	87%	1 <sup>st</sup>
Local Council	34%	40%	39%	59%	31%	1 <sup>st</sup>
Lancashire Council	31%	35%	33%	47%	31%	1 <sup>st</sup>
Police	47%	49%	44%	54%	43%	1 <sup>st</sup>
Fire	64%	60%	58%	54%	56%	5 <sup>th</sup>
GP	79%	75%	78%	89%	74%	1 <sup>st</sup>
Hospital	34%	64%	41%	62%	44%	2 <sup>nd</sup>
Dentist	46%	52%	53%	56%	42%	1 <sup>st</sup>

Source = Q3, Q4, Q7, Q11

**Figure 4b – Comparative dissatisfaction performance (very or fairly dissatisfied)**

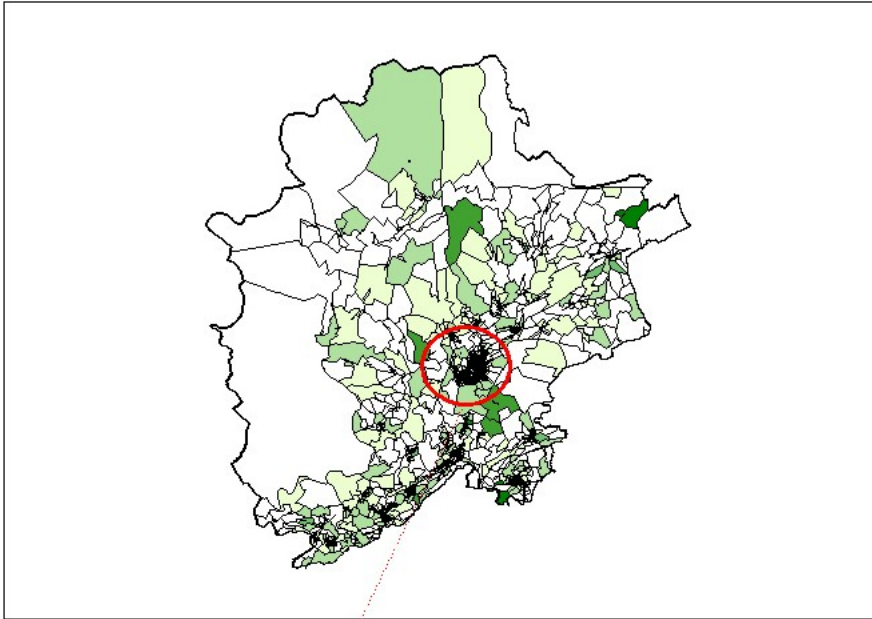
Indicator	Burnley	Hyndburn	Pendle	Ribble Valley	Rossendale	Ribble Valley Rank
With local area	18%	15%	18%	2%	14%	1 <sup>st</sup>
Home as a place to live	8%	8%	8%	3%	6%	1 <sup>st</sup>
Local Council	31%	25%	27%	15%	35%	1 <sup>st</sup>
Lancashire Council	30%	23%	27%	18%	27%	1 <sup>st</sup>
Police	19%	17%	21%	9%	16%	1 <sup>st</sup>
Fire	1%	1%	1%	1%	0%	Joint 2 <sup>nd</sup>
GP	8%	14%	10%	4%	12%	1 <sup>st</sup>
Hospital	43%	16%	34%	9%	21%	1 <sup>st</sup>
Dentist	23%	19%	17%	13%	25%	1 <sup>st</sup>

Source = Q3, Q4, Q7, Q11

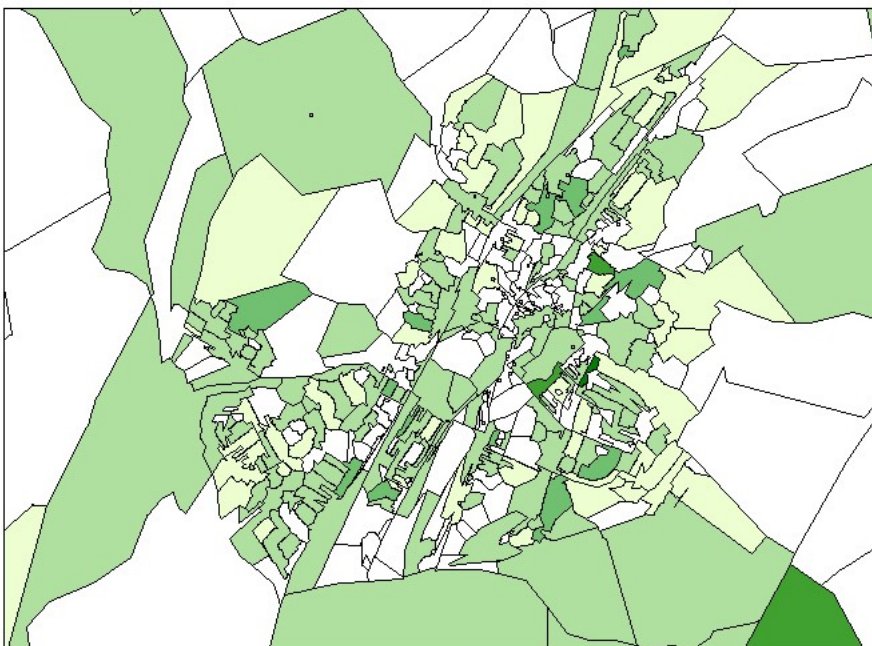
## Satisfaction Levels (mapped)

The map below illustrates the level of satisfaction with the local area as a place to live (Q3). In interpreting these maps, please note that a darker shade relates to a higher level of dissatisfaction.

### Ribble Valley Borough

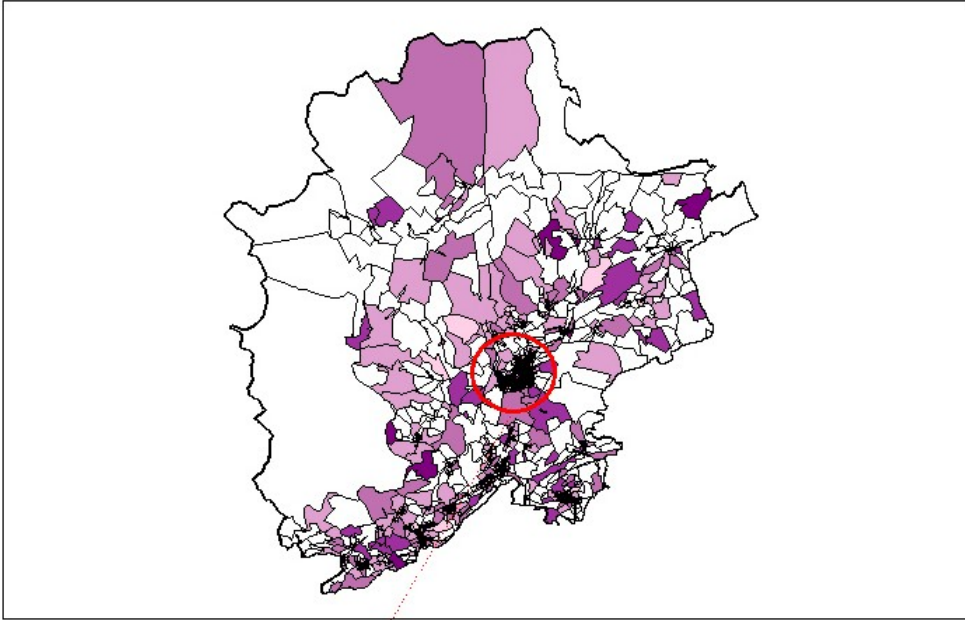


### Clitheroe



The following map illustrates the level of satisfaction with the Council overall (Q11). Again a darker shade highlights a higher level of dissatisfaction.

**Ribble Valley Borough**

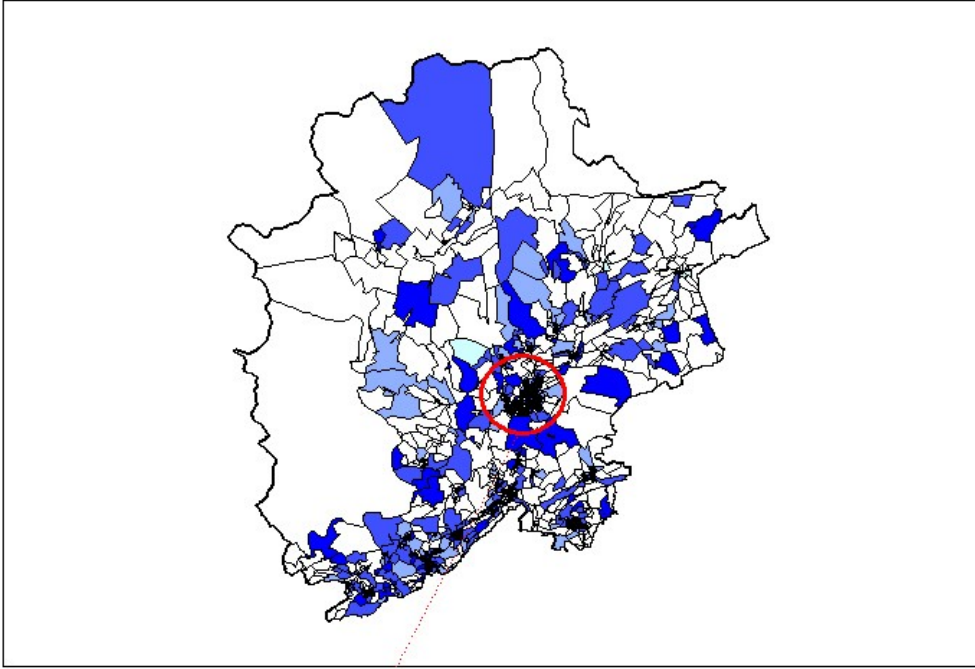


**Clitheroe**

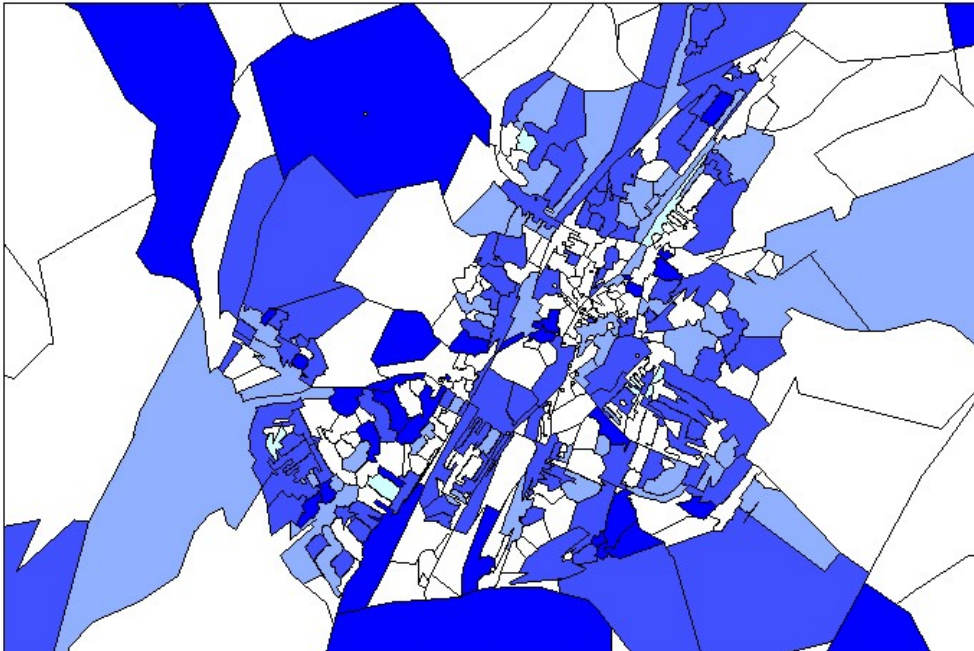


The final map illustrates whether residents feel that they can influence local decisions affecting their area (Q13). A darker shade represents means that people do not feel as though they can influence local decision making.

**Ribble Valley Borough**



**Clitheroe**



## Quality of Life

The survey began by asking respondents what they felt about various quality of life aspects of their local area. They were asked what from a list of factors they felt most important to make somewhere a good place to live and what they felt most needed improving in their local area.

As can be seen below, the most important aspects include:

- Crime levels (higher for men, 25-64)
- Health services (higher for 45+ and those with a disability)
- Clean streets
- Education provision (higher for 25-64 and those without a disability)

Interestingly, none of the most important elements are considered to be a high priority for improvement (in 2006 one of the most important factors were in the top three for needing improvement). The top three aspects that most need improving are:

- Activities for teenagers (higher for those aged 45-64)
- Road and pavement repairs (higher for 65+, White and residents with a disability)
- Affordable, decent housing (higher for women, 16-24 and 45+ and those with a disability)

It is interesting to note that in the current economic climate, job prospects and wage levels have not changed compared to 2006.

**Figure 5: % of respondents who identified factors as to 'most important to make somewhere a good place to live' and most need improving in my area'**

	Most Important			Needs Improving		
	2008 %	2006 %	Change	2008 %	2006 %	Change
Access to nature	34%	23%	↑	2%	2%	↔
Activities for teenagers	15%	17%	↔	45%	45%	↔
Affordable decent housing	32%	42%	↓	33%	39%	↓
Clean streets	35%	41%	↓	17%	21%	↓
Community activities	10%	9%	↔	11%	12%	↔
Cultural facilities (e.g. cinemas, museums)	9%	5%	↑	5%	14%	↓
Education provision	35%	42%	↓	4%	4%	↔
Facilities for young children	12%	12%	↔	16%	14%	↔

	Most Important			Needs Improving		
	2008 %	2006 %	Change	2008 %	2006 %	Change
Health services	43%	50%	↓	12%	8%	↑
Job prospects	14%	17%	↔	15%	13%	↔
The level of crime	55%	60%	↓	11%	22%	↓
The level of pollution	10%	11%	↔	7%	9%	↔
The level of traffic congestion	18%	19%	↔	26%	26%	↔
Parks and open spaces	18%	17%	↔	8%	6%	↔
Public transport	22%	19%	↔	21%	17%	↑
Race relations	1%	3%	↔	5%	5%	↔
Road and pavement repairs	12%	17%	↓	36%	42%	↓
Shopping facilities	20%	20%	↔	14%	10%	↑
Sports and leisure facilities	10%	8%	↔	18%	13%	↑
Wage level & local cost of living	9%	11%	↔	13%	15%	↔
Other	2%	1%	↔	5%	4%	↔
None of these	0%	0%	↔	1%	1%	↔
Don't know	0%	0%	↔	0%	1%	↔
No response	13%	8%	↑	10%	6%	↑

Source = Q1, Q2

Vast improvements can be seen when we take a look at level of satisfaction with the local area as a place to live. 95% are satisfied with their local area, compared to 83% in 2006. Satisfaction is lower amongst those aged 65+ and residents with a disability.

**Figure 6: Level of satisfaction with local area as a place to live**

	2008 %	2006 %	Change
Very satisfied	44%	26%	↑
Fairly satisfied	51%	57%	↓
Neither satisfied nor dissatisfied	4%	13%	↓
Fairly dissatisfied	1%	4%	↓
Very dissatisfied	1%	1%	↔
Overall net index	93%	78%	↑

Source = Q3

Similarly, levels of satisfaction with the home are high (although you would imagine that this should be the case). 94% are satisfied (87% in East Lancashire as a whole), with this figure being lower for those aged 25-44 (perhaps having purchased their home for the first time and a little disappointed with the value for money) .



**Figure 7: Level of satisfaction with your home as a place to live**

	<b>RV %</b>	<b>East Lancs</b>
Very satisfied	62%	48%
Fairly satisfied	32%	39%
Neither satisfied nor dissatisfied	3%	6%
Fairly dissatisfied	2%	4%
Very dissatisfied	1%	3%
Overall net index	91%	80%

Source = Q4

On a less positive note, 27% feel that they do not have a strong sense of belonging to their immediate neighbourhood (although for East Lancashire the figure sits at 36%). Interestingly, this feeling of not belonging is higher for those aged 16-44 and BME residents.

**Figure 8: Feeling of belonging to the immediate neighbourhood**

	<b>RV %</b>	<b>East Lancs</b>
Very strongly	20%	16%
Fairly strongly	52%	45%
Not very strongly	20%	26%
Not at all strongly	7%	10%
Don't know	2%	4%
Overall net index	45%	25%

Source = Q5

## Satisfaction with Public Services

Note that the following statements are asked in both 2006 and 2008. However, in 2006 they were asked in relation to the Council whilst in 2008 they were asked in relation to local public services as a whole. As a result, comparisons need to be treated with care.

Across 3 of the 5 public service statements below, perceptions of performance has deteriorated. This is especially true of 'promoting the interests of local residents' and 'acting on the concerns of local people'. Those least likely to agree with both of these statements are men and White residents.

**Figure 9: Reaction to public service statements**

	2008 NI	2006 NI	Change
Working to make the area safer	36%	38%	↔
Working to make the area cleaner & greener	45%	50%	↓
Promote the interests of local residents	-4%	15%	↓
Act on the concerns of local residents	2%	19%	↓
Treat all types of people fairly	40%	37%	↔

Source = Q6

There is a fairly mixed response when respondents were asked to identify their level of satisfaction with different public service providers. On the whole, residents in Ribble Valley are more likely to be satisfied with public service providers, with the exception of the Fire and Rescue service (whereby they rate this the lowest across 5 East Lancashire authorities). Those least likely to be satisfied with Fire and Rescue include those aged 25-44 and White residents.

**Figure 10: Satisfaction with public service providers**

	RV NI	East Lancs NI
Lancashire Constabulary	45%	29%
Lancashire Fire and Rescue	53%	58%
GP	85%	70%
Hospital	53%	22%
Dentist	42%	30%

Source = Q7

When looking at specific public services, the deterioration in the levels of satisfaction continues. 5 of the 9 statements that were covered in 2006 have seen a worsening performance with only 2 of

these seeing an improved performance. The largest drops can be seen for 'keeping public land clear of litter and refuse' and 'sport/leisure facilities'.

**Figure 11: Satisfaction with specific public services**

	2008 NI	2006 NI	Change
Keeping public land clear of litter and refuse	50%	68%	↓
Refuse collection	71%	73%	↔
Doorstep recycling	68%	37%	↑
Local tips/household waste recycling centres	78%	65%	↑
Sport/leisure facilities	19%	48%	↓
Libraries	66%	76%	↓
Museums/galleries	16%	26%	↓
Theatres/concert halls	5%	3%	↔
Parks and open spaces	61%	71%	↓
Local transport information	36%	n/a	n/a
Local bus services	34%	n/a	n/a

Source = Q8

Very little movement can be seen when looking at frequency of use of public services. However, it is interesting to note that nearly 1 in 5 respondents use the local bus services at least once a week, whether by preference or by necessity. These residents are more likely to be 65+, White and with a long standing disability.

**Figure 12: Frequency of using specific public services (at least once a week)**

	2008 %	2006 %	Change
Sport/leisure facilities	18%	19%	↔
Libraries	16%	17%	↔
Museums/galleries	2%	0%	↔
Theatres/concert halls	1%	1%	↔
Parks and open spaces	43%	45%	↔
Local tips/household waste recycling centres	19%	n/a	n/a
Local transport information	9%	n/a	n/a
Local bus services	17%	n/a	n/a

Source = Q9

45% feel that Ribble Valley Council provides good value for money. For the County, this figure falls to 35%. Those most likely to disagree are men, those aged 25-64 and BME residents.

**Figure 13: Extent to which Council/County Council provide value for money**

	<b>Council</b>	<b>EL</b>	<b>County</b>	<b>EL</b>
Strongly agree	6%	5%	3%	3%
Tend to agree	39%	26%	32%	23%
Neither agree nor disagree	24%	32%	33%	35%
Tend to disagree	15%	20%	16%	20%
Strongly disagree	6%	11%	8%	11%
Don't know	7%	6%	8%	8%
Overall net index	43%	0%	11%	-5%

Source = Q10

Overall, 59% are satisfied with way the Council runs things (63% in 2006 and 69% in 2003). For the County, this falls to 33%. Those most likely to be dissatisfied are men, those aged 25-64 and residents without a disability.

**Figure 14: Satisfaction with the way Council/County Council runs things**

	<b>Council</b>	<b>EL</b>	<b>County</b>	<b>EL</b>
Very satisfied	10%	6%	6%	4%
Fairly satisfied	49%	35%	42%	31%
Neither satisfied nor dissatisfied	23%	30%	30%	34%
Fairly dissatisfied	11%	18%	14%	17%
Very dissatisfied	4%	9%	5%	9%
Don't know	3%	3%	4%	5%
Overall net index	44%	14%	29%	9%

Source = Q11

## Communication

Note that in 2006, the statements below referring to public services were asked in the context of the Council. As a result, comparisons need to be treated with care.

On the whole, people do not feel well informed when it comes to public services. The particular areas where this applies include:

- Getting involved in local decision making (more so for 16-44 and BME residents)
- Expected standards of service (more so for 16-44, BME and without a disability)
- Performance of public services (more so for 16-44 and BME residents)
- How to complain (more so for 16-44 and BME residents)
- What do in a large scale emergency (more so for 16-65, BME and without a disability)

**Figure 15: Extent to which people feel informed**

	2008 NI	2006 NI	Change
How and where to register to vote	76%	79%	↔
How your council tax is spent	35%	23%	↑
How you can get involved in local decision making	-30%	-14%	↓
What standard of service you should expect from local public services	-16%	15%	↓
How well local public services are performing	-14%	-14%	↔
How to complain about local public services	-22%	3%	↓
What to do in the event of a large scale emergency	-54%	n/a	n/a
Overall, how well informed do you feel about local public services	-9%	6%	↓

Source = Q12

## Resident Involvement

Continuing the theme found in the previous table, residents do not feel able to influence local decisions (and the trend seems to be worsening compared to 2006). 27% agree whilst 60% disagree. Those most likely to disagree are men, those aged 16-24 and BME residents.

**Figure 16: Feeling of being able to influence local decisions**

	2008 %	2006 %	Change
Definitely agree	2%	3%	↔
Tend to agree	25%	24%	↔
Tend to disagree	44%	38%	↑
Definitely disagree	16%	13%	↔
Don't know	13%	23%	↓
Overall net index	-33%	-24%	↓

Source = Q13

However, more residents are wanting to get more involved in local decisions, especially where the issue is of relevance to them. Those wanting to get more involved include men, those aged 25-64 and BME residents.

**Figure 17: Whether people would like to be more involved in local decisions**

	2008 %	2006 %	Change
Yes	26%	19%	↑
No	10%	14%	↓
Depends on the issue	60%	61%	↔
Don't know	5%	6%	↔

Source = Q14

## Levels of Volunteering

It is encouraging to note that more than 1 in 4 residents have provided unpaid help in the last 12 months at least once a month (higher for men, those aged 45+ and BME residents). 44% have not given any unpaid help in the last 12 months.

**Figure 18: Frequency of giving unpaid help over the last 12 months**

	RV %	East Lancs
At least once a week	15%	13%
Less than once a week but at least once a month	13%	10%
Less often	11%	10%
I give unpaid help as an individual only and not through groups, clubs or organisations	12%	11%
I have not given any unpaid help at all over the last 12 months	44%	49%
Don't know	5%	8%

Source = Q15

Not surprisingly, very few respondents have been involved in the specific activities listed below. The highest proportion have either been a member of a group making decisions on local health/education services or a member of another group making decisions on services in the local community.

**Figure 19: Proportion of people who have got involved in the following activities**

	RV %	East Lancs
Been a local councillor	2%	1%
Been a member of a group making decisions on local health or education services	5%	4%
Been a member of a decision making group set up to regenerate the local area	2%	3%
Been a member of a decision making group set up to tackle local crime issues	1%	3%
Been a member of a tenants' group decision making committee	2%	2%
Been a member of a group making decisions on local services for young people	3%	4%
Been a member of another group making decisions on services in the local community	8%	6%

Source = Q16

## Respect and Consideration

Compared to 2006, a higher proportion feel that parents do take enough responsibility for their children. However, there are still a large proportion who disagree with this statement, and this is higher for men, those aged 25-64 and White residents.

**Figure 20: Whether parents take enough responsibility for their children**

	2008 %	2006 %	Change
Definitely agree	8%	8%	↔
Tend to agree	40%	30%	↑
Neither agree nor disagree	18%	n/a	n/a
Tend to disagree	18%	33%	↓
Definitely disagree	11%	24%	↓
Don't know	5%	5%	↔
Overall net index	19%	-19%	↑

Source = Q17

Marginal movement can be seen over the two periods when looking at whether people from different backgrounds get on well together. The overall net index figure has increased by 4% since 2006.

**Figure 21: Whether people from different backgrounds get on well**

	2008 %	2006 %	Change
Definitely agree	5%	6%	↔
Tend to agree	49%	44%	↑
Tend to disagree	10%	10%	↔
Definitely disagree	4%	4%	↔
Don't know	16%	19%	↓
Too few people in the area	8%	8%	↔
All same background	9%	9%	↔
Overall net index	40%	36%	↑

Source = Q18



When it comes to whether people treat each other with respect and consideration, significant progress has been made. The overall net index has shifted from 39% to 66%.

**Figure 22: Whether people treat each other with respect and consideration**

	2008 %	2006 %	Change
Very big problem	3%	5%	↔
Fairly big problem	11%	21%	↓
Not a very big problem	54%	42%	↑
Not a problem at all	26%	23%	↔
Don't know	7%	9%	↔
Overall net index	66%	39%	↑

Source = Q19

Continuing the respect and consideration theme, 70% feel that in the majority of instances they have been treated with respect and consideration by their local public service providers in the last 12 months. These residents are more likely to be 65+ and BME.

**Figure 23: Whether people have been treated with respect and consideration by local public service providers in the last 12 months**

	RV %	East Lancs
All of the time	23%	16%
Most of the time	47%	43%
Some of the time	14%	20%
Rarely	2%	6%
Never	1%	2%
Don't know	13%	14%
Overall net index	67%	51%

Source = Q20

39% of all respondents felt that older people could access the support that they needed. However, 10% disagreed. Those most likely to disagree are those aged 16-24 and residents with a disability. Interestingly, of those aged 65+, 47% agreed that they could access the support whilst only 9% felt they could not.

**Figure 24: Whether older people are able to access the support they need**

	<b>RV %</b>	<b>East Lancs</b>
Yes	39%	35%
No	10%	15%
Don't know	51%	50%
Overall net index	29%	20%

Source = Q21

On the whole, the instances where people regularly meet and talk to different ethnicities is lower than the East Lancashire average. However, this will be partly due to the demographic composition of the area and the fact that there are fewer residents of different ethnicities to meet and talk to.

**Figure 25: Instances where people regularly meet and talk to different ethnicities**

	<b>RV %</b>	<b>East Lancs</b>
Local shops	39%	51%
Work	38%	42%
Place of study	8%	11%
Place of worship	6%	7%
Relative's home	4%	7%
Restaurants, community centres etc	33%	32%
In the neighbourhood	15%	25%
Buses and trains	16%	19%
Sports centres	11%	13%
Youth clubs	1%	2%
Other	12%	14%
None of these	21%	15%

Source = Q29

## Community Safety

72% of residents feel safe in their local area after dark (48% in East Lancashire as a whole). Only 15% feel unsafe compared to 35% in East Lancashire. During the day, 86% feel safe and only 5% feel unsafe. These are very impressive figures and buck the trend found in the rest of East Lancashire.

**Figure 26: Whether people feel safe/unsafe in their local area**

	After dark	East Lancs	During day	East Lancs
Very safe	23%	11%	70%	47%
Fairly safe	49%	37%	27%	39%
Neither safe nor unsafe	12%	16%	3%	8%
Fairly unsafe	11%	21%	1%	4%
Very unsafe	4%	14%	0%	1%
Don't know	1%	2%	0%	0%
Overall net index	57%	13%	96%	81%

Source = Q22, Q23

Looking at anti-social behaviour issues, Ribble Valley has seen an improvement across all 7 behaviours below. The biggest increases can be seen for vandalism and teenagers hanging around on the street, which also links into the finding at Q1 and Q2 above that although crime is still important, it is no longer a top priority for improvement.

**Figure 27: Extent to which the following are considered to be a problem**

	2008 NI	2006 NI	Change
Noisy neighbours or loud parties	87%	65%	↑
Teenagers hanging around in the streets	47%	-11%	↑
Rubbish or litter lying around	58%	33%	↑
Vandalism, graffiti and other deliberate damage to property or vehicles	65%	6%	↑
People using or dealing drugs	59%	6%	↑
People being drunk or rowdy in public places	61%	21%	↑
Abandoned or burnt out cars	93%	79%	↑

Source = Q24

The perceptions surrounding the police (and other partners) of their willingness to seek views is poor. Only 30% agree that they seek local views, with a further 27% disagreeing. However, perceptions improve when considering whether they successfully deal with local issues. 40%

agree that they do whilst 16% disagree. Compared to the East Lancashire performance, Ribble Valley displays much better results.

**Figure 28: Whether people feel the police (and other local public service providers) seek resident's views on local issues and successfully deal with these**

	Seek local views	East Lancs	Successfully deal with issues	East Lancs
Strongly agree	6%	6%	6%	5%
Tend to agree	24%	19%	34%	23%
Neither agree nor disagree	29%	28%	27%	29%
Tend to disagree	19%	21%	11%	17%
Strongly disagree	8%	13%	5%	11%
Don't know	14%	13%	17%	16%
Overall net index	3%	-9%	24%	0%

Source = Q25, Q26

Looking at perceptions of the directional movement in crime over the last 2 years, a greater proportion feel that crime has increased (17%) than decreased (12%). However, the largest proportion feel that the level of crime has remained reasonably steady and it is perhaps the combination of this group plus those who feel that crime has decreased, that results in the finding at Q2 above (whereby crime is not a top 3 priority for improvement).

**Figure 29: Directional movement in crime over the last two years**

	RV %	East Lancs
A lot more crime	3%	8%
A little more crime	14%	17%
About the same amount of crime	43%	40%
A little less crime	10%	11%
A lot less crime	2%	3%
Don't know	28%	22%
Overall net index	-5%	-11%

Source = Q27

Whether you feel that crime has increased or decreased, the reasons for this perception are pretty much identical. It is interesting to note that the driving force here is not personal experience but rather the reports that people read in the local press. The importance of positive press coverage surrounding crime therefore cannot be underestimated.

**Figure 30: Reasons for increased crime**

	2008 %
Local newspapers	64%
Word of mouth	56%
Relative/friends' experiences	41%
Personal experience	33%
Broadsheet newspapers	20%

Source = Q28 (note base = 220 respondents)

**Figure 31: Reasons for decreased crime**

	2008 %
Local newspapers	51%
Word of mouth	46%
Personal experience	26%
Relative/friends' experiences	18%
Broadsheet newspapers	10%

Source = Q28 (note base = 153 respondents)

On the whole, residents in Ribble Valley are feeling good about themselves at the moment. The %'s across all 7 statements below are considerably higher than the East Lancashire equivalents and will be reflective of the messages that have already been communicated throughout this report. The statement that receives the lowest net index value is 'I've been feeling optimistic about the future'. This will likely be impacted upon by the current economic climate and the recent house price instability (men, White residents and those with a disability more likely to feel less optimistic).

**Figure 32: Thoughts about general levels of well being**

	2008 NI	East Lancs
I've been feeling optimistic about the future	12%	-2%
I've been feeling useful	38%	25%
I've been feeling relaxed	25%	16%
I've been dealing with problems well	52%	44%
I've been thinking clearly	65%	58%
I've been feeling close to other people	54%	43%
I've been able to make up my own mind about things	79%	73%

Source = Q30

## Respondent Demographics

On the whole, the demographic composition of the 2008 sample is in line with that of the 2006 survey. It is worth noting that in 2008 a higher proportion of men and disabled residents took part in the survey.

**Figure 33: Gender**

	2008 %	2006 %
Male	43%	49%
Female	57%	51%

Source = Q31

**Figure 34: Age**

	2008 %	2006 %
16-24	4%	3%
25-44	34%	34%
45-64	39%	39%
65+	23%	24%

Source = Q32

**Figure 35: Ethnicity**

	2008 %	2006 %
White	98%	99%
BME	2%	1%

Source = Q42

**Figure 36: Disability**

	2008 %	2006 %
Yes	28%	22%
No	72%	78%

Source = Q40

**Figure 37: Health**

	2008 %	2008 NHS survey
Very good	38%	11%
Good	42%	63%
Fair	17%	15%
Bad	3%	9%
Very bad	0%	2%
Overall net index	77%	63%

Source = Q33

**Figure 38: Tenure**

	2008 %	2006 %
Own outright	43%	43%
Buying on a mortgage	43%	43%
Rent from council	2%	4%
Rent from HA/trust	3%	2%
Rent from private landlord	7%	8%
Other	2%	0%

Source = Q34

**Figure 39: Current employment situation**

	2008 %	2006 %
Employee in FT job	37%	38%
Employee in PT job	13%	14%
Self employed	13%	9%
On a government supported training programme	0%	0%
Full time education	1%	1%
Unemployed and available for work	1%	1%
Permanently sick/disabled	2%	3%
Wholly retired from work	24%	29%
Looking after the home	6%	5%
Doing something else	3%	1%

Source = Q37

**Figure 40: Qualifications held**

	2008 %	2006 %
Foundation GNVQ, GCSE, O level, CSE	51%	n/a
Intermediate GNVQ, A levels, AS level	30%	n/a
Advanced GNVQ, national certificate	8%	n/a
City and Guilds, RSA/OCR, BTEC	21%	n/a
Undergraduate degree, teaching certificate	27%	n/a
Postgraduate degree	13%	n/a
Trade apprenticeship	10%	n/a
None of these	15%	n/a
Other	18%	n/a

Source = Q38