Living & Working in East Lancashire 2009

Report – Wave 3

May 2009

Report Produced on behalf of Elevate
Collaborative Research & Consultation Service
c/o Pendle Borough Council
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Executive Summary

1.1 Rationale for the research

The rationale for the research is to look at opinions and perceptions of residents in East Lancashire on the quality of life, future aspirations, image of the area, leisure attractions and where people shop. The results of the survey will help Elevate and its local authority partners in providing robust local contextual information to inform work and plan for the future. This is the third time this survey has been conducted (the first was undertaken in 2004 and then again in 2006) and so the growing wealth of feedback we receive will help understand how feelings, perceptions or needs are changing over time. Coupled with the emerging link to the Pennine Lancashire agenda, the support and additional information to the recently conducted Place Survey and the trend analysis that the Living and Working in East Lancashire survey is starting to uncover, the findings will serve a number of useful purposes.

Enhancements have been made to the survey for the 2009 research, maintaining the ability for direct comparison with both previous waves but also including further questions which will focus research on current issues (i.e. Credit Crunch). This survey will also provide a three tier model for Elevate's primary research across East Lancashire, complimenting both the PLACE Survey at a higher strategic level and the (proposed) Neighbourhood Management Surveys at a local delivery level. The combination of results from all three surveys will provide Elevate and its Partners with a multi-layered evidence base for assessing impact and planning future strategy and priorities.

1.2 Living in East Lancashire

- Nearly half believe that the image of East Lancashire within East Lancashire is good (18% think it is poor)
- But only 18% believe that the image of East Lancashire nationally is good (48% think it is poor)
- Positive perceptions of East Lancashire are influenced mainly by the countryside and the quality of the people who live here
- Negative perceptions of East Lancashire are influenced mainly by it being rundown/dirty, poor media coverage, poor housing and higher levels of poverty

- 66% would speak well of their neighbourhood (17% would be critical)
- But only 49% would speak well of East Lancashire (20% would be critical)
- Nearly half rate East Lancashire as a good place to live (14% rate it as poor)

1.3 The neighbourhood

- 70% feel that they belong to their neighbourhood (29% feel that they don't)
- But only 47% feel that they belong to their borough (51% feel that they don't)
- Nearly half agree that different backgrounds get on well together (30% disagree)
- 41% agree that people respect ethnic differences (37% disagree)
- 19% feel that they can influence local decisions (45% feel they cannot)
- Housing affordability seems to be an issue in Ribble Valley whilst good quality housing an issue in Burnley, Hyndburn and Pendle
- Rossendale rate their housing as affordable and of a decent standard
- 58% rate their neighbourhood as a good place to live (10% rate it as poor)

1.4 The home

- 84% are satisfied with their current property
- 28% intend to move within the next 5 years
- 11% would like to move but feel unable to do so (due to household finances and property prices)
- 20% stated that they didn't know whether they would still be in East Lancashire or not

1.5 Work and leisure

- 59% are either in full time or part time employment
- 77% of those in employment work within East Lancashire
- 33% agree that they can develop their job prospects in East Lancashire
- 46% agree that they can develop their academic prospects in East Lancashire
- Spending on luxury items (gifts, clothing etc) has decreased considerably as a result of the recent economic downturn
- Spending on essential items (i.e. food) has remained fairly steady
- Spending on less controllable items (i.e. utility bills) driven predominantly by external market forces

1.6 Local services

- Overall, satisfaction seems to be increasing with public services, in particular surrounding dentists
- That said, dentists are still seen as the hardest to access public service
- 59% feel informed overall about local public services (36% do not)
- 50% feel informed about the standard of service to expect (44% do not)
- 45% feel informed about public service performance (47% do not)
- 41% feel informed about how they can complain (50% do not)

2 Recommendations

1. Community cohesion

Levels of community cohesion are fairly constant over the three waves. What is interesting to note is that BME residents are far more likely to agree that different backgrounds get on well together. It seems that it is the White community who are less likely to agree that different backgrounds get on well. The reasons for this are unknown but to improve ethnic cohesion, efforts need to be made to understanding this in greater detail.

2. Feeling of belonging

In terms of belonging to the area, residents are much more likely to feel that they belong to the geographical extremes, i.e. their local neighbourhood at one extreme and then the County/ region at the other extreme. The survey does not provide an indication of why this is the case, but this finding does yield two very different potential strategies:

- Acknowledge this differentiation and focus efforts on maximising residents feeling of belonging to their neighbourhood and County
- Identify a strategy that aims to increase feelings of belonging to the town, borough and/or sub region.

3. Housing offer

In the Elevate covered areas, housing is generally considered to be affordable but the housing type is somewhat limited and there is a feeling that the standard of housing is relatively poor. This is especially true in the intervention area, therefore a ‘helping hand’ to quickly and efficiently stabilise the housing offer is still required. This will go a long way to increasing aspirations, confidence and, ultimately, individual well being.

4. Property satisfaction

Satisfaction with the current property is high and is also surprisingly high for those living in terraced property and those living in the intervention area. This is a significant finding for the Elevate strategy, which should be continually examined to make sure it is aligned with residents needs (along with local partner needs, central government requirements, health and safety issues etc).

5. Housing aspirations

That said, significantly more residents are planning to move home in the next five years than in the 2006 survey. As a result, the importance of a good quality, mixed and affordable housing offer is paramount if people's aspirations are to be met. Residents have told us that there are three aspects that restrict their ability to move:

- Household income
- Future property price
- Current property price

Although Elevate can have little impact on household income, they can help to make what money people do have go that little bit further. In terms of property prices, Elevate has a central role in determining the number, location and quality of new build/ refurbished properties and may also be able to react to the recent bank lending crash. By working closely with local lenders to ensure objectives of all parties are aligned, this will help to make sure that when it comes to buying a new property, the buyer has everything at his/her disposal (i.e. a good quality affordable house, access to safe and secure lenders, access to lending that is within their means). Unless the provision of housing and supply of lending are mutually considered, there may be difficulties further down the line.

6. Learning aspirations

Qualification attainment is improving across the three waves. Coupled with the finding that 46% feel that they can develop their academic qualifications in East Lancashire (and the huge levels of investment being levered into educational establishments across East Lancashire), this is indication of the appetite, desire and ability to improve. The importance of successful marketing and communication of these opportunities, along with providing those with the ability/ desire suitable access, should not be underestimated (note that 70% still think they will be living in East Lancashire in 5 years time, therefore the investment will not only benefit the individual but also the local economy).

7. Local mind set

The majority of residents live, work, spend and pay locally. Partly by choice and partly by necessity, this brings with it a number of implications, some of which include:

- Evidence for an improving transport infrastructure (i.e. better links to Manchester)
- Business development marketing opportunities
- Importance of a housing offer that supports and helps to develop these local needs/ priorities

8. Hospital dissatisfaction

There is growing dissatisfaction with the service provided by local hospitals. Reading between the lines, this is likely to be due to the recent changes at Burnley General. Hospitals are the only public service whereby the % satisfied has fallen since 2004. Those regarding the service as difficulty to access has increased 600% since 2004. Residents need to feel comfortable with the current health provision and clear on what services Burnley General and Blackburn Royal now provide. They also want to see evidence that it works, and that closing down the A&E facility at Burnley is reaping benefits. There is still some degree of unrest on this subject which is further fuelled by the media speculation about the chances of the A&E service returning to Burnley in the future.

3 Background and Methodology

3.1 Background to the research

The questionnaire, covering issues of living and working in East Lancashire, was developed by the Partnership in collaboration with Elevate. It is designed to enable a direct comparison with the questionnaire used in both the first and second wave of this research (2004 & 2006). However, the survey has been brought up to date to cover emerging issues and also to align to a Pennine Lancashire footprint and Elevate's focus on both economic issues as well as housing market renewal. The survey was sent electronically to panel members with an e mail address and via post to all other panel members (along with a covering letter explaining why the different issues were being consulted upon). Respondents had the option of completing the survey online, requesting a large print version and even the option to have the questions translated into another, more familiar language.

The first questionnaires, together with the covering letter, were despatched to all panellists and a random sample of 4000 residents from Blackburn with Darwen on 19th February 2009. A reminder letter and a further set of questionnaires were sent on 13th March 2009.

A total of 3395 questionnaires were returned, including 659 web responses (which represents 19% of all responses, very encouraging for a panel based methodology and up from 11% on the previous wave).

3.2 Methodologies used

This survey is the third of its kind, utilising the resources of the established East Lancashire Feedback Citizen's Panel. As this survey is designed to cover the whole of East Lancashire it also included a sample of 4000 randomly selected residents from Blackburn with Darwen.

The Feedback panel of approximately 5000 volunteers drawn from across the five districts, reflecting a cross section of the local community and the Blackburn and Darwen sample, were then 'weighted' to make them more representative of the population as a whole. Panel members do not receive any incentive for participation other than inclusion into a £100 prize draw.

With a sample of approximately 9000 residents / members across the whole of East Lancashire the panel provides a sufficiently robust population for the reporting of findings at both sub-regional and district level. Subgroups such as gender, age and ethnicity can also be reported with relative confidence.

Please note, however, the differences in the methodology used for Blackburn with Darwen. As a randomly constructed sample, this has limitations when the results are being compared to the other districts in East Lancashire who have utilised a panel methodology. As a result, any comparisons need to be treated with care.

3.3 Robustness of the data

How well the sample represents the population is gauged by two important statistics – the survey's margin of error and confidence level. For example, this survey has a margin of error of plus or minus 1.7% at a 95 percent level of confidence. This means that if the survey was conducted 100 times, the data would be within 1.7 percentage points above or below the percentage reported in 95 of the 100 surveys (see figure 2.1 below). Hence, the data is very robust.

Figure 2.1: Margins of error at 95% confidence

Survey Sample Size	Margin of Error Percent
3,395	**+/- 1.7%**
3,000	+/- 1.8
2,000	+/- 2
1,500	+/-3
1,000	+/-3
500	+/-4
400	+/-5

3.4 Responses to the survey

Compared to the previous wave conducted in 2006, responses were slightly higher at a District level for this survey. However, Blackburn was again disappointingly low, despite best efforts to try and boost the response rate (but this is affected by the fact that it is a random survey method in Blackburn). Hyndburn and Pendle saw a decrease in their response rate whilst Ribble Valley and Rossendale witnessed an increase in response.

Figure 2.2: Response Rates by District

Authority	2009 responses	% of total sample	2006 responses	% of total sample
Blackburn	490	12%	436	21%
Burnley	508	60%	463	47%
Hyndburn	548	57%	543	67%
Pendle	647	58%	705	68%
Ribble Valley	702	46%	389	36%
Rossendale	485	61%	558	33%
Unallocated	15		91	
Total	3395	37%	3185	41%

Source: Living and Working in East Lancashire 2006/ 2009

All completed questionnaires and web responses were sent to Survey Analysis (UK) Ltd for coding and data entry. At the data entry stage of the project the data was weighted by district, age and by ethnicity to more accurately reflect the demographic profile of the area.

4 Respondent Profile

4.1 Age & Gender

The following table summarises the unweighted respondent age and gender profile. The only observation worthy of note is the fact that fewer 16-44 residents took part in the 2009 survey. This has been addressed via the Panel refresh exercise that took place whilst this survey was in field.

Figure 3.1: Gender and age breakdown (unweighted)

	2009 %	2006 %	2004 %
Male	45%	45%	47%
Female	55%	55%	53%
16-44	21%	26%	26%
45-64	46%	48%	47%
65+	31%	25%	26%

Source: Living and Working in East Lancashire 2004/06/09

4.2 Ethnicity

The table below shows that on average, 96% of those who participate in the surveys are from a White ethnic background.

Figure 3.2: Ethnicity breakdown (unweighted)

	2009 %	2006 %	2004 %
White	96%	95%	96%
BME	4%	5%	4%

Source: Living and Working in East Lancashire 2004/06/09

4.3 Disability

It is interesting to note that nearly 1 in 3 residents declare a limiting long term illness or disability which limits their activities in some way.

Figure 3.3: Disability (unweighted)

	2009 %	2006 %	2004 %
Yes	31%	n/a	n/a
No	69%	n/a	n/a

Source: Living and Working in East Lancashire 2004/06/09

4.4 Housing Situation

There is very little to report with regard to housing situation. Rented Council properties have fallen slightly, mainly as these have now transferred to Housing Associations.

Figure 3.4: Housing situation (weighted)

	2009 %	2006 %	2004 %
Own	78%	79%	78%
Rent – private	6%	5%	5%
Rent – housing association	7%	4%	5%
Rent – Council	4%	3%	6%
Other	5%	9%	8%

Source: Living and Working in East Lancashire 2004/06/09

4.5 Housing Type

Marginal changes can be seen when looking at the type of house that respondents live in. The shift away from terrace property is yet to evidence itself.

Figure 3.5: Housing type (weighted)

	2009 %	2006 %	2004 %
Detached	19%	19%	n/a
Semi detached	26%	28%	n/a
Mid terrace	31%	32%	n/a
End terrace	9%	9%	n/a
Bungalow	8%	8%	n/a
Flat/ maisonette	5%	4%	n/a
Bedsit/ studio	0%	0%	n/a
Other	2%	0%	n/a

Source: Living and Working in East Lancashire 2004/06/09

4.6 Number of Bedrooms

If anything, the change in number of bedrooms is moving towards having fewer bedrooms in a property. This is likely to be reflective of the recent housing market boom, forcing house buyers to opt for smaller properties.

Figure 3.6: Number of bedrooms (weighted)

	2009 %	2006 %	2004 %
1	5%	4%	n/a
2	32%	32%	n/a
3	43%	45%	n/a
4	16%	16%	n/a
5+	3%	4%	n/a

Source: Living and Working in East Lancashire 2004/06/09

4.7 Adults aged over 18

At the peak of the housing boom in 2006, there were more instances (22% in 2006 compared with only 16% in 2009) of at least 3 adults over 18 living in the same household. Since then, with the housing market crash, it seems that average house sizes have reduced.

Figure 3.7: Adults aged over 18 (weighted)

	2009 %	2006 %	2004 %
1	27%	21%	n/a
2	58%	58%	n/a
3	11%	14%	n/a
4	4%	6%	n/a
5+	1%	2%	n/a

Source: Living and Working in East Lancashire 2004/06/09

4.8 Children/ young people

The data suggests that there are fewer 2 children families and more 1 child families in 2009 than there were in 2006. However, the numbers for 3, 4 and 5 children families are relatively unchanged.

Figure 3.8: Children under 18 (weighted)

	2009 %	2006 %	2004 %
1	51%	45%	n/a
2	30%	38%	n/a
3	13%	12%	n/a
4	5%	4%	n/a
5+	1%	1%	n/a

Source: Living and Working in East Lancashire 2004/06/09

4.9 Employment Status

The proportion of people looking after the home has halved since 2006. This may be a sign of the fact that increasing debt levels are forcing people into work whereas in the past, this might have been seen as optional.

Figure 3.9: Employment status (weighted)

	2009 %	2006 %	2004 %
Employee – FT	38%	39%	39%
Employee – PT	14%	13%	13%
Self employed	7%	7%	6%
Govt supported training	0%	0%	0%
FT education	3%	5%	4%
Unemployed	3%	3%	2%
Permanently sick or disabled	6%	6%	7%
Retired	23%	23%	21%
Looking after the home	4%	8%	5%
Looking after family members	2%	5%	3%
Doing something else	1%	2%	1%

Source: Living and Working in East Lancashire 2004/06/09

4.10 Occupational Status

A consistent pattern emerging across the three waves is the fact that the number of state pensioners is declining. However, this may well be due to the fact that some respondents do not want to classify themselves as a 'pensioner'. The proportion who state that they are not currently employed is considerably larger than those who identify themselves unemployed as an employment status in the table above. These findings should therefore be used with caution.

Figure 3.9: Occupational status (weighted)

	2009 %	2006 %	2004 %
Higher managerial	13%	14%	14%
Intermediate managerial	23%	26%	25%
Supervisory/ clerical	15%	19%	17%
Skilled manual	6%	9%	9%
Semi skilled or unskilled	8%	8%	6%
State pensioner	14%	24%	28%
Not currently employed	22%	n/a	0%

Source: Living and Working in East Lancashire 2004/06/09

4.11 Qualifications

University degree level qualifications are increasing at the expense of 'other' qualifications and 'no formal academic' qualifications. This is encouraging reading and in combination with Q37 is very positive indeed. This suggests that there are people in East Lancashire who have both the desire and access to increasing their academic portfolio.

Figure 3.10: Qualifications (weighted)

	2009 %	2006 %	2004 %
University degree	26%	23%	22%
Professional institute/ HNC	15%	14%	15%
A Levels	13%	14%	14%
GCSE's	21%	23%	21%
Other	11%	12%	13%
No formal academic qualification	14%	15%	16%

Source: Living and Working in East Lancashire 2004/06/09

4.12 Access to a motor vehicle

On average, 85% of households have access to a motor vehicle. This proportion seems to be fairly resilient to wider, economic changes that impact upon disposable income (i.e. increasing size of mortgages, credit crunch etc).

Figure 3.10: Motor vehicle access (weighted)

	2009 %	2006 %	2004 %
Yes	85%	86%	85%
No	15%	14%	15%

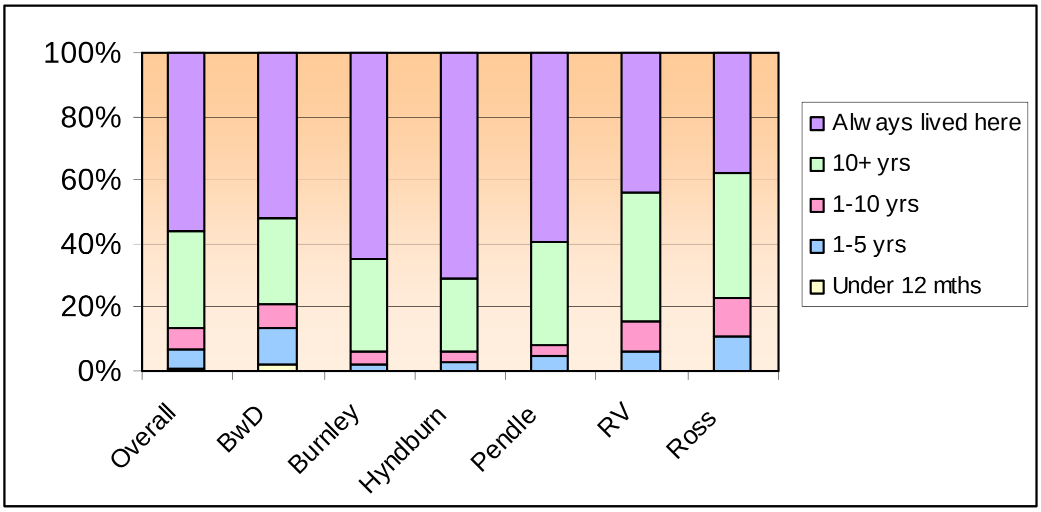
Source: Living and Working in East Lancashire 2004/06/09

5 Living in East Lancashire

5.1 Length of residence in East Lancashire

The majority of respondents (87%) say they have lived in East Lancashire for over 10 years (88% in 2006 and 60% in 2004). Ribble Valley and Rossendale have the lowest % of respondents who have lived in East Lancashire all their lives, accounting for 44% and 38% respectively. Perhaps not surprisingly, women and white residents are more likely to have lived in East Lancashire all their lives. Rossendale has the highest proportion of residents who have lived there less than 5 years, perhaps indicative of the growing reputation of the area as a commuter base to Manchester. Overall, however, the population appears to be relatively stable – this finding is very similar to that found in both 2006 and 2004.

Figure 4.1: Length of residence in East Lancashire breakdown by Borough



Source: Living and Working in East Lancashire (Q1)

5.2 Why people move to East Lancashire

Employment remains the main “pull” into East Lancashire at 13% but this gap is closing, with 12% stating that they moved to East Lancashire to be closer to family or friends. Employment is a bigger driver for women and residents in Ribble Valley. Similarly, proximity to family is a bigger driver for those aged 45-64 and residents living in Ribble Valley and Blackburn.

Figure 4.2: Why people move to East Lancashire

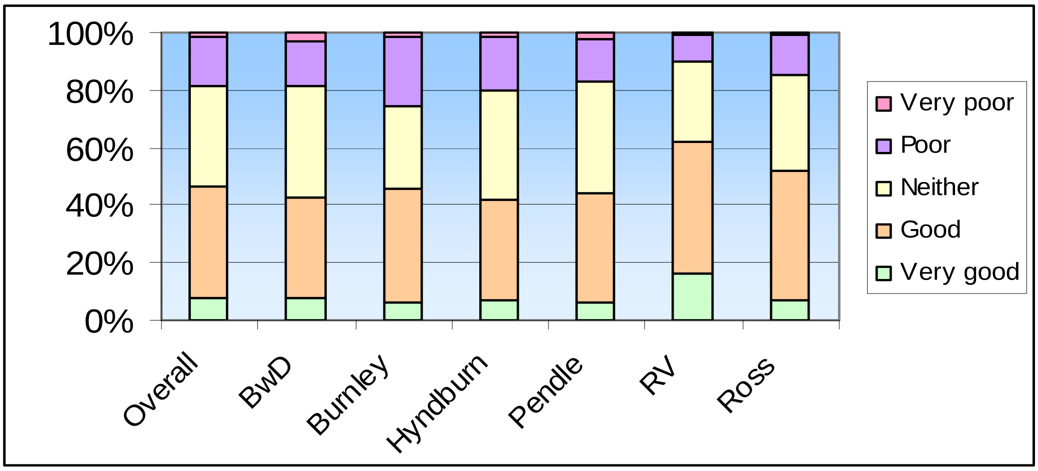
	2009	2006	2004
Return from Uni/ College	3%	2%	2%
Moved here as a child	7%	6%	9%
Better quality of life	5%	3%	3%
Good choice of housing	3%	2%	2%
Affordable housing	7%	5%	6%
To be closer to family	12%	8%	9%
Accessibility to countryside	6%	4%	3%
Health reasons	1%	0%	1%
Employment reasons	13%	12%	12%
Good transport links	2%	1%	1%

Source: Living and Working in East Lancashire (Q2)

5.3 East Lancashire image

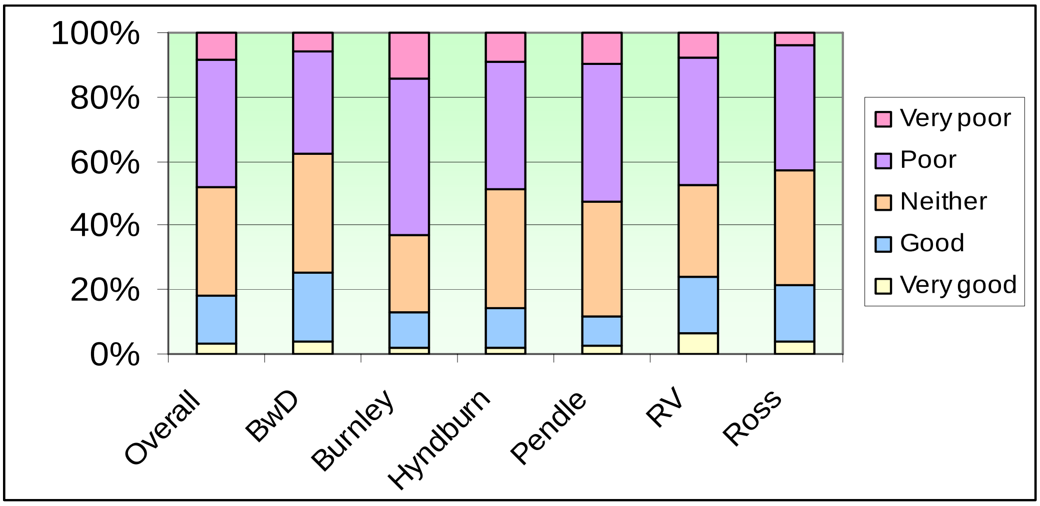
47% of all respondents say that within East Lancashire the image of their sub region is good (down from 57% in 2006 and 2004). Residents in Ribble Valley and Rossendale and those respondents aged 65+ are most likely to be positive about the image of East Lancashire. Looking at the perceived national image, 48% think that people will have a poor perception of East Lancashire (52% in 2006 and 56% in 2004). Residents in Burnley are far more likely to think that the image is negative (63%). On the other hand residents in Blackburn are the least likely to think that the national perception is poor (37%). Those from a White ethnic background are nearly twice as likely to think that the national perception of East Lancashire is poor compared to those respondents from a BME background.

Figure 4.3 Image of East Lancashire within East Lancashire



Source: Living and Working in East Lancashire (Q3)

Figure 4.4 Image of East Lancashire nationally



Source: Living and Working in East Lancashire (Q3)

For those who described the image of East Lancashire as being ‘good’, 2 reasons dominated all others:

- Countryside/ scenery (more important for women, white residents and Pendle/ Ribble Valley)
- The people who live here

For those who described the image of East Lancashire as being ‘poor’, the following reasons were most often cited:

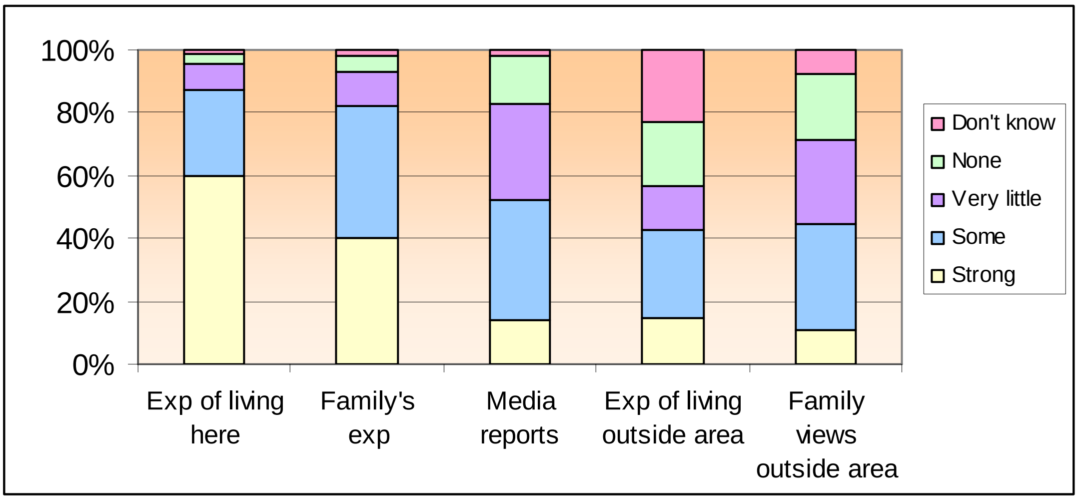
- Rundown, untidy, dirty (more important for men and Blackburn)
- Bad media coverage (more important for Burnley)

- Shabby housing/ old housing/ derelict housing (more important for Hyndburn)
- Poverty/ deprivation (more important for 16-44's and Rossendale)

5.4 Influence on opinion of area

When asked what factors influenced their perception of East Lancashire, the majority of respondents (87%) felt that living in the area influences their opinion, with 60% being strongly influenced. White residents are more likely to agree with this whilst those in Hyndburn and Blackburn are least likely to agree. These results (across all the influences) are very similar to the 2006 and 2004 survey. Over 80% of respondents also feel that family / friends who live in the area have some kind of influence (lower in Blackburn but higher in Ribble Valley and Pendle). The impact of the remaining 3 influences drops off considerably after looking at the two main drivers of opinion.

Figure 4.5 Influence on opinion of area

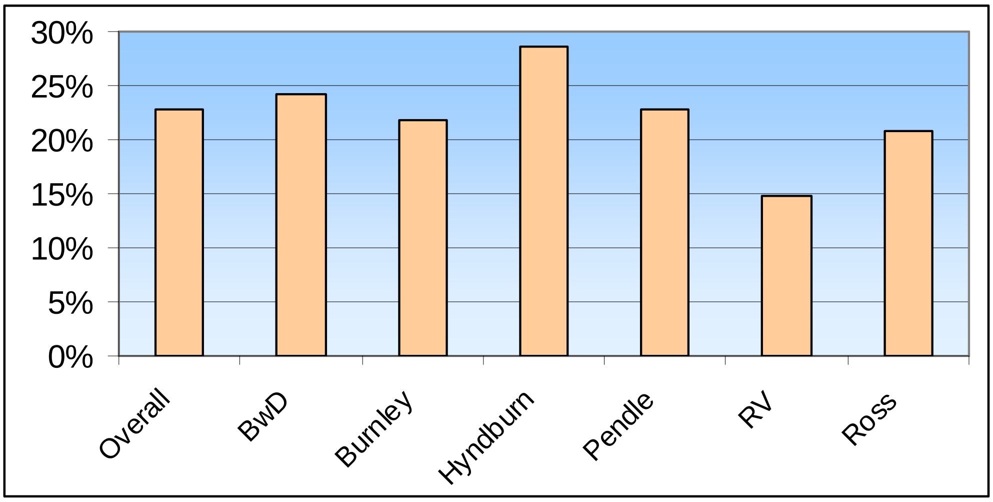


Source: Living and Working in East Lancashire (Q6)

5.5 Awareness of Pennine Lancashire brand

For the first time in all three waves of the survey, respondents were asked to highlight whether they were aware of the Pennine Lancashire brand. Please note, however, that this is a leading question and will naturally lean people towards agreeing. As a result, the percentages found will not represent the true picture and will perhaps over state the proportion who have heard of Pennine Lancashire. Overall, 23% are aware of the brand, although in Hyndburn this is considerably higher at 28% (and interestingly at it's lowest at Ribble Valley at 15%).

Figure 4.6 Awareness of the Pennine Lancashire brand

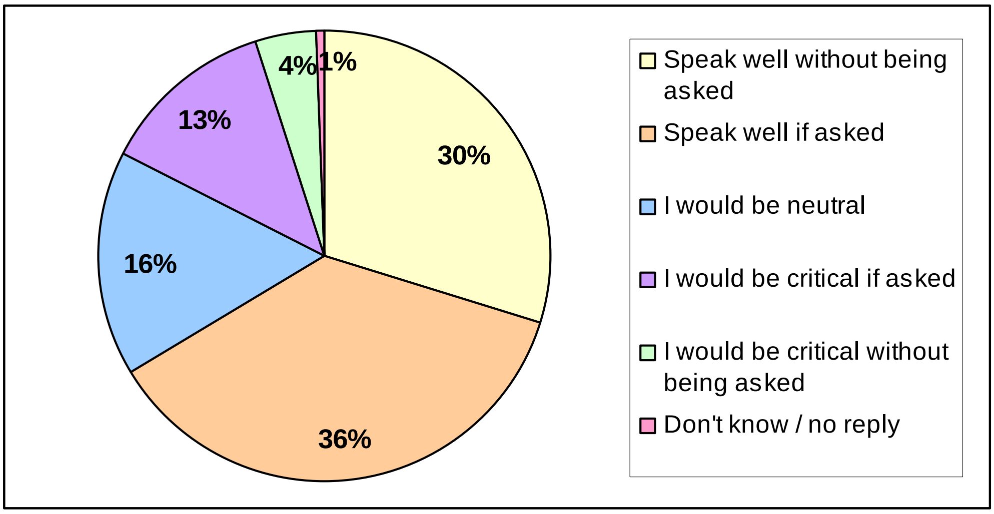


Source: Living and Working in East Lancashire (Q7)

5.6 How well individuals would speak of the area

Residents are important advocates for their area and so respondents were asked how well they would speak of their neighbourhood and East Lancashire as a whole. 66% of respondents said they would speak well of their neighbourhood (71% in 2006 and 66% in 2004). Unsurprisingly, this finding is particular true in Ribble Valley and Rossendale, whereby 89% and 74% respectively speak well of their neighbourhood. Furthermore, women and White residents are more likely whilst residents in Blackburn are the least likely to speak well of their neighbourhood.

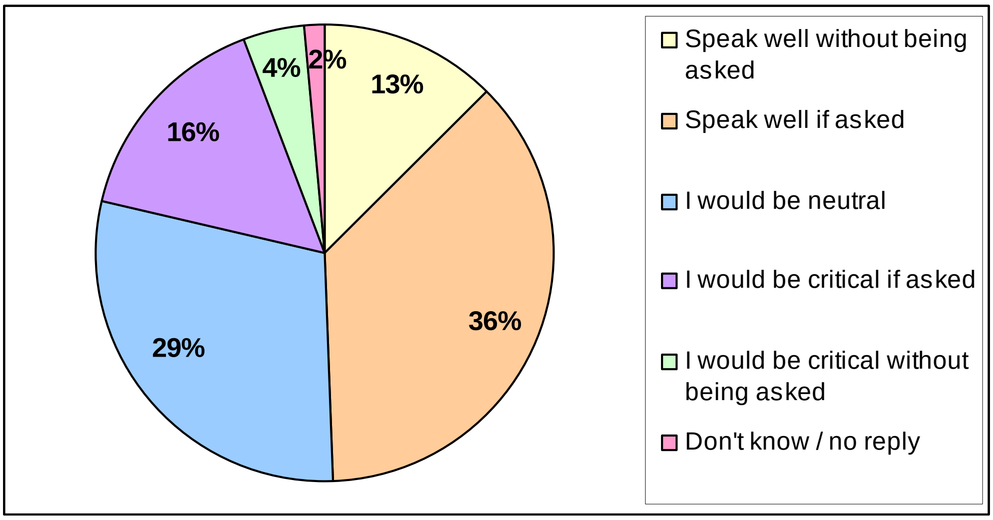
Figure 4.7 How well individuals would speak of their neighbourhood



Source: Living and Working in East Lancashire (Q8)

When looking at how well residents would speak of East Lancashire, the percentages are slightly lower but the overall pattern fairly consistent. 49% would speak well of East Lancashire (54% in 2006 and 50% in 2004). Ribble Valley and Rossendale are again more likely to speak well (57% in both cases), whilst Blackburn are the least likely to speak well (44%). Residents in Blackburn are more likely to be critical about East Lancashire whilst those in Rossendale are the least likely.

Figure 4.8 How well individuals would speak of East Lancashire

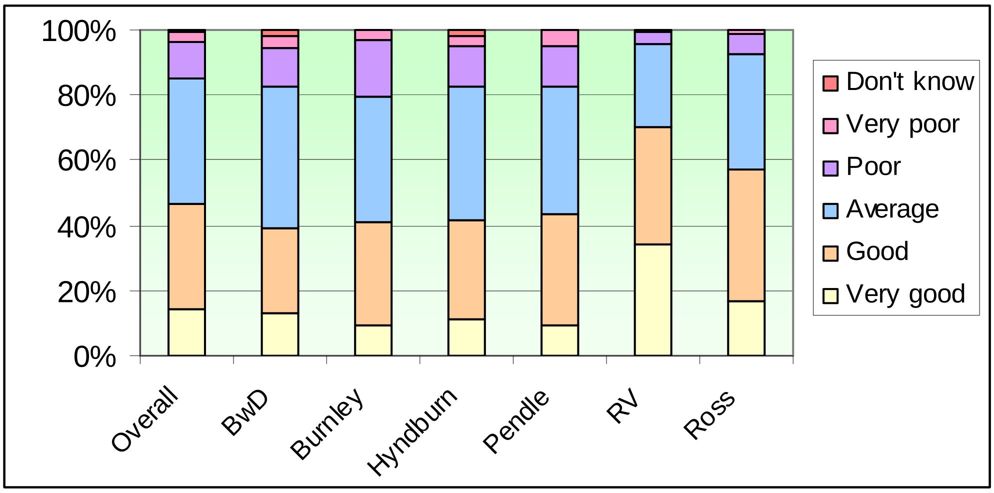


Source: Living and Working in East Lancashire (Q8)

5.7 Rating of East Lancashire as a place to live

47% say that East Lancashire is a good place to live (compared to 53% in 2006 and 49% in 2004). In particular, 70% of respondents in Ribble Valley and 57% of residents in Rossendale are more satisfied with East Lancashire whilst residents in all other areas are (fairly equally) less satisfied with East Lancashire as a place to live.

Figure 4.9 Rating of East Lancashire as a place to live



Source: Living and Working in East Lancashire (Q9)

For those who rate East Lancashire as a good place to live, the reasons are similar to those given for the image of East Lancashire:

- Countryside (more important for 45-64, White residents and Burnley)
- The people who live here (more important for women, 65+ and Hyndburn/ Burnley/ Blackburn)
- Access/ transport links (more important for White residents and Hyndburn/ Pendle)

For those who rate East Lancashire as a poor place to live, again the reasons are similar to those given for the image of East Lancashire:

- Rundown, untidy, dirty (more important for White residents and those in Ribble Valley)
- Poor housing (more important for Pendle)
- High unemployment (more important for women, 16-44's, White residents and Hyndburn)

6 Local Community

6.1 Belonging

70% of respondents felt a real sense of belonging to their neighbourhood, 6% lower than in 2006 and 3% lower than in 2004. This feeling was strongest amongst the 65+, those residents with a disability and residents from Ribble Valley. It is interesting to note that at a local level, the feeling of belonging deteriorates and only picks up again when looking at the County level and above. This trend is observed across all three waves of the survey.

Note that in 2009 the response options to this question were amended to take out the 'neither' option.

Figure 5.1 Those who very or fairly strongly belong to…

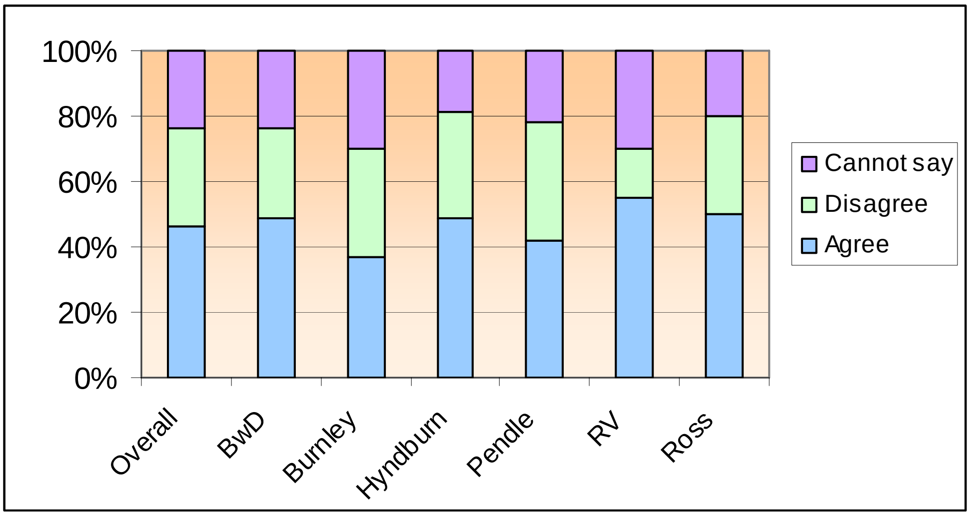
	2009	2006	2004	BwD	Burn	Hynd	Pend	RV	Ross
Local neighbourhood	70%	76%	73%	61%	71%	71%	71%	84%	75%
Nearest town	53%	54%	50%	47%	60%	55%	53%	59%	49%
Local borough	47%	49%	42%	43%	48%	45%	49%	61%	43%
East Lancashire	51%	59%	52%	52%	55%	56%	47%	47%	50%
Lancashire County	70%	73%	66%	67%	70%	75%	63%	79%	73%
North West	76%	76%	69%	75%	72%	78%	73%	80%	82%
United Kingdom	81%	n/a	n/a	80%	79%	80%	81%	82%	83%

Source: Living and Working in East Lancashire (Q12)

6.2 Community Cohesion

47% of respondents agree that people from different backgrounds get on well together (46% in 2006 and 48% in 2004). This is slightly higher in Ribble Valley (55%), for residents aged 65+ (51%) and considerably higher for BME residents at 64% (similar findings to 2006). Residents in Burnley and Pendle are the least likely to agree that people from different backgrounds get on well together.

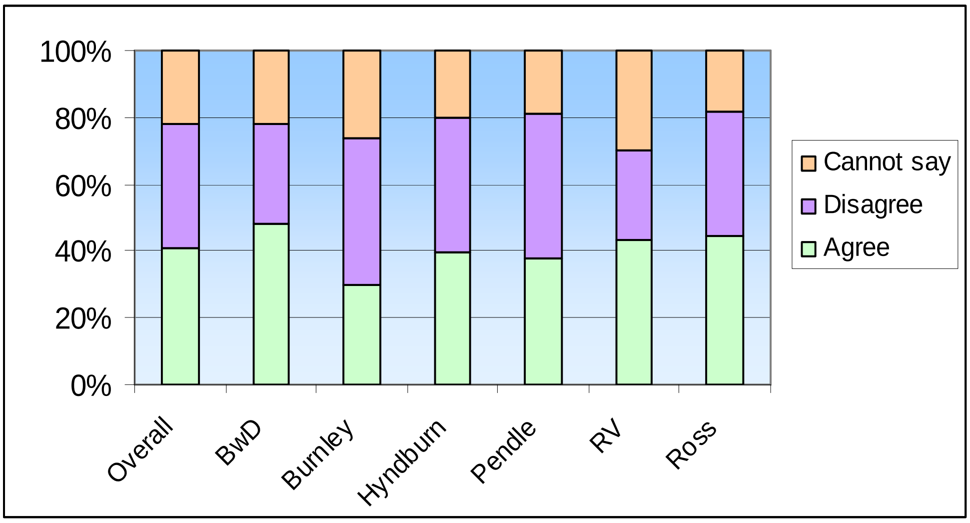
Figure 5.2 Whether people from different backgrounds get on well



Source: Living and Working in East Lancashire (Q13)

Although 47% agree that residents from different ethnic backgrounds get on well together, slightly fewer (41%) agree that people respect ethnic differences (38% in 2006 and 39% in 2004). Interestingly, residents in Blackburn are more likely to feel that people respect ethnic differences (48%). Residents in Burnley are the least likely to feel that ethnic differences are respected (30% agree). Again, the main finding here is that BME residents are far more likely to agree that ethnic differences are respected (66%), although the figure is falling compared to previous waves (68% in 2006 and 77% in 2004).

Figure 5.3 Whether residents respect ethnic differences



Source: Living and Working in East Lancashire (Q14)

Still the biggest means of meeting people from a different ethnic origin is at the local shop (54%). This is even higher for BME residents (67%) and those with a disability (59%).

Amongst the other main places are the workplace, restaurants/ pubs and out and about in the local neighbourhood. It is important to note that for all the scenarios below, the percentages are much higher for BME respondents than for White respondents. This suggests that BME residents mix more with people from other ethnic backgrounds – in some cases, this difference is quite stark (i.e. at a place to study). This finding is identical to that in both 2006 and 2004.

Figure 5.4 Meeting People from different ethnic origins

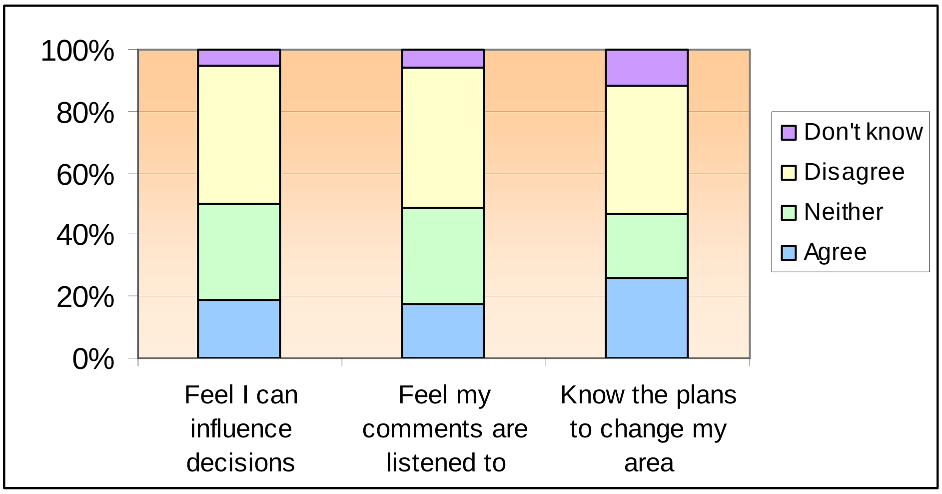
	2009	2006	2004	White	BME
Local shops	54%	54%	53%	53%	67%
Work	46%	45%	44%	45%	59%
Place of study	15%	17%	19%	13%	45%
Place of worship	9%	8%	8%	7%	20%
Relatives homes	8%	8%	8%	6%	26%
Restaurants, pubs etc	32%	33%	31%	30%	53%
In your neighbourhood	28%	29%	28%	25%	55%
On public transport	23%	21%	20%	21%	40%
Sports clubs	14%	14%	13%	13%	26%
Youth clubs	3%	2%	2%	1%	15%
Other places	17%	19%	18%	16%	30%
None	14%	16%	16%	15%	6%

Source: Living and Working in East Lancashire (Q15)

6.3 Influencing decisions

A slightly higher proportion of respondents agree that they know about the plans to change their area (26%, 29% in 2006 and 26% in 2004) than whether they feel they can have an influence on decisions (19%, 20% in 2006 and 18% in 2004) or whether decision makers listen to what they have to say (18%, 19% in 2006 and 17% in 2004). The only differences noted by demographic is that those aged 16-44, without a disability and residents in Blackburn are less likely to feel that their comments are listened to.

Figure 5.5 Perceived level of influence/ understanding



Source: Living and Working in East Lancashire (Q16)

6.4 Neighbourhood statements

The table below looks at the response to a number of statements about the neighbourhood. 3 of the 9 statements have seen a positive change since 2004, whilst 4 of the 9 statements have witnessed deterioration. Encouragingly, clean and well maintained town centres has consistently improved over the period (the level of agreement is higher for those aged 16-44 and BME but much lower for residents in Rossendale). However, the perception of crime seems to be increasing (especially in Burnley) and employment opportunities seem to be declining. Residents from a BME background and those living in Burnley, Pendle and Hyndburn are more likely to find it difficult to find a job and agree that there are only low paid jobs in their area.

Figure 5.6 Proportion who agree with the neighbourhood statements

	2009	2006	2004	Change
It has accessible countryside	90%	91%	86%	✓
There are opportunities for outdoor leisure	58%	59%	52%	✓
It has clean & well maintained town centres	38%	32%	21%	✓
It is run down	40%	39%	38%	⇔
It has good shopping facilities	27%	38%	29%	✗
It is an area of high crime	25%	18%	18%	✗
It has a strong economy	9%	10%	8%	⇔
It is easy to find jobs	5%	9%	8%	✗
There are only low paid jobs here	44%	36%	36%	✗

Source: Living and Working in East Lancashire (Q17)

6.5 Housing market

In a similar vein, respondents were then asked to consider a number of statements in relation to the housing market in their area. This was the first time that this question was asked, so a comparison to 2006 and 2004 is not possible.

The story emerging across each of the 6 areas within East Lancashire is interesting. In Blackburn, lower proportions feel that housing is affordable, whilst at the same time access to financial products and advice is lower than other areas. Burnley, Hyndburn and Pendle tend to exhibit similar patterns – relatively high levels of affordability, but low levels of available, quality housing. As result, this group are more likely to feel nervous about moving in the current economic/ housing market climate. Unsurprisingly, Ribble Valley residents feel that the standard of housing is good but that as a result, the affordability issue is much greater. What is interesting to note is that in Rossendale, the housing seems to be affordable and also of a fairly decent standard. So perhaps the inferred message here is that residents in Rossendale are the most satisfied with their housing market?

Figure 5.7 Proportion who agree with the housing market statements

	Overall	BwD	Burn	Hynd	Pen	RV	Ross
Housing is affordable	45%	43%	52%	49%	50%	15%	53%
Housing type is limited	35%	35%	41%	32%	36%	36%	28%
Housing standard is good	46%	45%	38%	38%	40%	74%	54%
House prices are low	24%	20%	35%	25%	32%	4%	25%
It is difficult to get financial products	24%	31%	24%	21%	24%	18%	17%
I have good access to financial advice	47%	40%	48%	48%	51%	53%	48%
I'm worried about moving home	45%	42%	46%	48%	50%	40%	45%

Source: Living and Working in East Lancashire (Q18)

6.6 Anti-social behaviour

It seems to be the case that dog fouling is the most cited case of anti-social behaviour, with 59% declaring this to be a problem (with this being higher in Burnley, Hyndburn and Pendle). Litter on the streets is seen as the second most problematic behaviour, with 51% stating this to be an issue. Interestingly, for residents in Blackburn, this is actually their top problem (ahead of dog fouling) and is consistent with the fact that 43% disagree that Blackburn has clean and well maintained town centres. One finding that does stand out above all others is the perception in Pendle that drug use/ dealing is significantly greater than in any other area.

Figure 5.8 Proportion who rate the ASB statements as being a problem

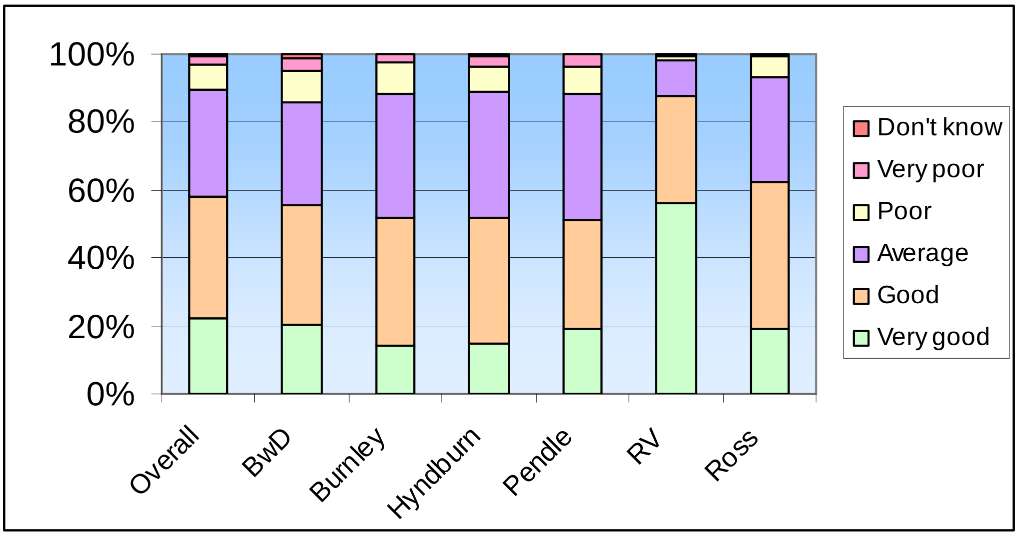
	Overall	BwD	Burn	Hynd	Pend	RV	Ross
Noisy neighbours/ loud parties	15%	18%	17%	18%	17%	5%	8%
Teenagers hanging around	40%	44%	47%	42%	46%	17%	33%
Litter or rubbish	51%	53%	56%	55%	55%	23%	51%
Dog fouling	59%	51%	66%	66%	65%	48%	61%
Vandalism	35%	41%	39%	37%	36%	14%	31%
People using or dealing drugs	31%	34%	34%	29%	42%	11%	24%
People being drunk or rowdy in public	29%	32%	33%	29%	34%	14%	23%
Parents not taking responsibility for their children	47%	46%	54%	52%	56%	20%	43%
People not treating others with respect	41%	41%	47%	46%	50%	18%	36%
Underage drinking	45%	42%	52%	51%	51%	23%	43%

Source: Living and Working in East Lancashire (Q19)

6.7 Neighbourhood as a place to live

58% rate their neighbourhood as either a good or very good place to live (55% in 2006 and 53% in 2004). This is higher for those aged 65+, White residents and those without a disability. Burnley, Hyndburn and Pendle seem to have the lowest levels of satisfaction, with the difference to Ribble Valley being quite profound.

Figure 5.9 How people rate their neighbourhood as a place to live



Source: Living and Working in East Lancashire (Q20)

For those who rate their neighbourhood as a good place to live, the reasons for this are:

- People/ good neighbours (more influential for 65+, BME residents and those in Burnley and Blackburn [note that problem neighbours are also a reason for Blackburn residents rating their area as poor])
- Quiet and peaceful (more influential for those in Blackburn and Hyndburn)
- Feeling of being safe and secure (more influential for women, 16-44 and BME residents)

For those who rate their neighbourhood as a poor place to live, the reasons for this are:

- Rundown, untidy, dirty (more influential for Hyndburn and Rossendale)
- Vandalism (more influential for those under 65, without a disability and those living in Burnley and Hyndburn)
- Problem neighbours (more influential for women, 16-44's and residents in Blackburn [see finding above, whereby good neighbours are a strong reason for residents in Blackburn rating their area as good])

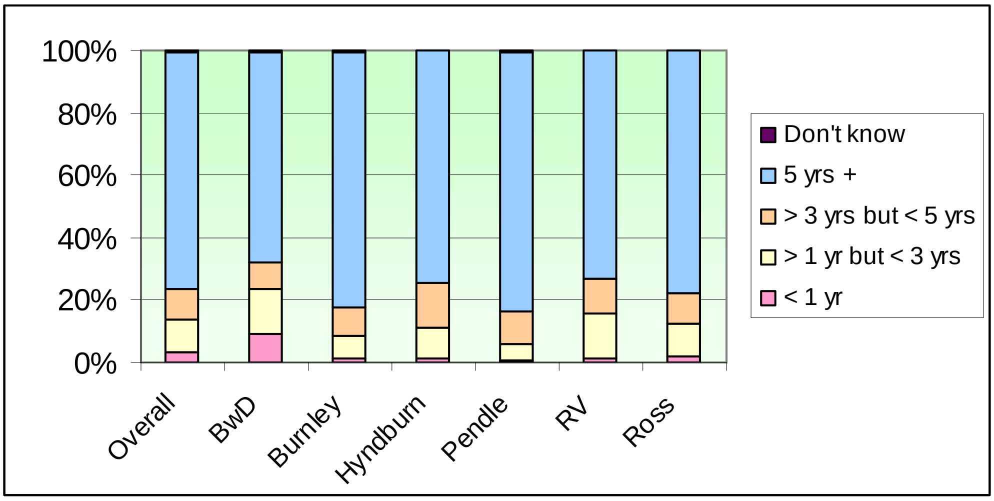
7 Your home

7.1 Living in East Lancashire

Over three quarters of residents have lived in their current home for at least 5 years (80% in 2006 and 73% in 2004). This is even greater for those aged 65+, White residents, residents with a disability and those living in Burnley and Pendle.

At the other end of the scale, the greatest relative proportion of residents living in their home for less than a year can be found in Blackburn. Although the figure only stands at 9%, its closest rival is Rossendale at a mere 2%. This suggests that there is a greater degree of turnover in the Blackburn housing market than there is in areas such as Burnley and Pendle. Please bear in mind the differing methodology used in the survey, whereby respondents in Blackburn were randomly selected and all other respondents were identified as members of the Citizens' Panel. This differing methodology may well explain some, if not all, of this variance.

Figure 6.1 Length of time in current home



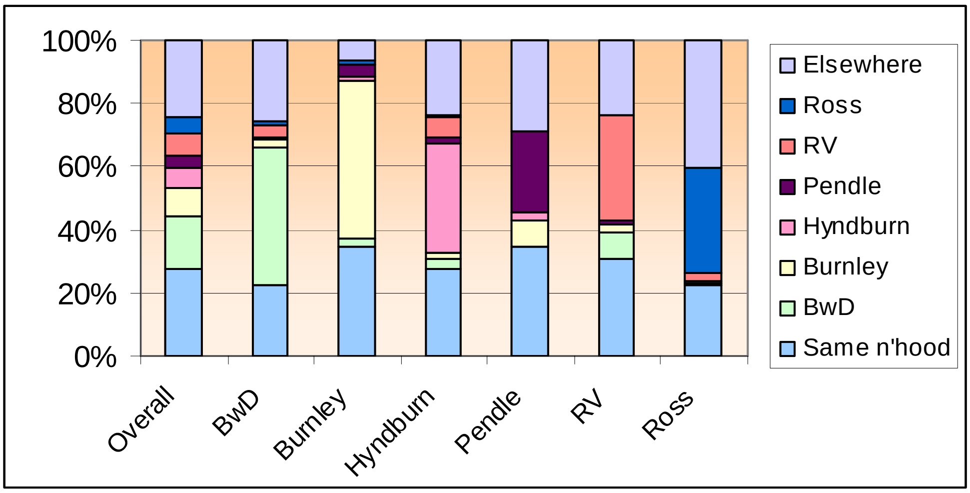
Source: Living and Working in East Lancashire (Q23)

7.2 Previous address

For those residents who have lived in their home for less than 5 years, the survey went on to ask where they had lived prior to their current address. It is interesting to note that when looking at the overall picture, a similar proportion of residents came from the same neighbourhood and outside of East Lancashire. This is a slight shift on the 2006 results, whereby a greater proportion previously lived in the same neighbourhood (than lived outside of East Lancashire). Those most likely to have lived in the same neighbourhood previously, are residents in Burnley and Pendle. Those most likely to have previously lived outside East Lancashire are BME residents and those living in Rossendale.

Burnley displays characteristics of being a relative self-contained housing market, with 84% having previously lived in the same neighbourhood or elsewhere in Burnley and only 6% have previously lived outside of East Lancashire. Contrast this to Rossendale, whereby the former proportion falls to 56% and the latter increases to 40%. This has obvious implications for strategies aimed at trying to attract people into the pathfinder areas.

Figure 6.2 Previous address location



Source: Living and Working in East Lancashire (Q24)

7.3 Reasons why people have moved

Looking at the reasons as to why people moved, there are large similarities across the three waves. Liking the area is still the most important reason for moving (higher for 45-64's, BME residents and those living in Ribble Valley). Note that a change in family situation is the second most important reason in 2009 (higher for 16-44's and residents in Blackburn and Pendle). However, this option was not provided in 2006 or 2004 and hence it is impossible to compare this with previous waves.

Figure 6.4 Top 5 reasons why people moved

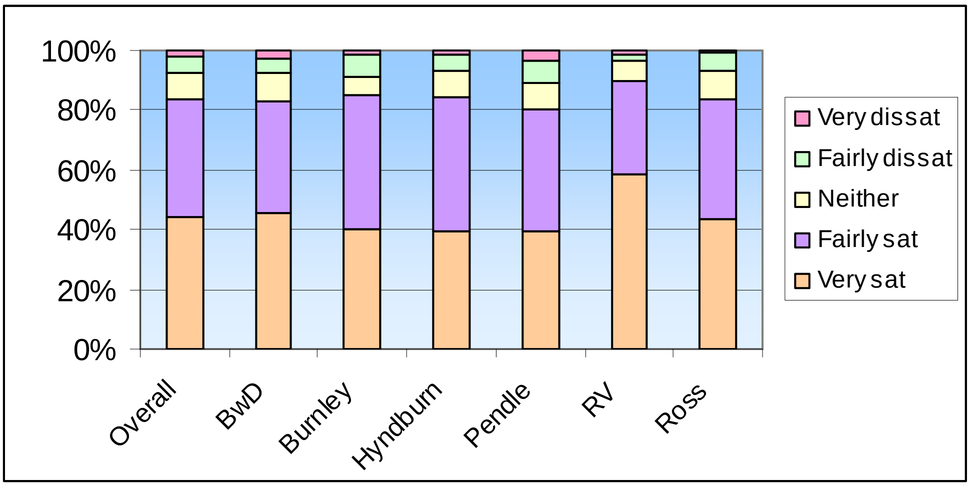
2009	2006	2004
Liked the area	Liked the area	Liked the area
Change in family situation	Needed more space	Needed more space
Needed more space	To be closer to family	To be closer to family
Other	Wanted to buy	Wanted to buy
To be closer to family	Other	Better access to work

Source: Living and Working in East Lancashire (Q25)

7.4 Satisfaction with current property

The overall level of satisfaction with the current property is high at 84% (higher for those aged 65+ and those in Ribble Valley but lower for BME residents and those in Pendle). Looking at satisfaction by property type, the figure is at its lowest for those living in mid or end terrace housing. However, at 75% this is still encouragingly high.

Figure 6.5 Level of satisfaction with current property



Source: Living and Working in East Lancashire (Q26)

For those who are fairly or very dissatisfied with their current property, the reasons for this are:

- Home improvements required (more influential in Burnley and Pendle – interestingly, those who state that they cannot afford the home improvements are more likely to live in RV and Rossendale)
- Home is too small (more influential for 16-44's, residents without a disability and those living in Blackburn and Rossendale)

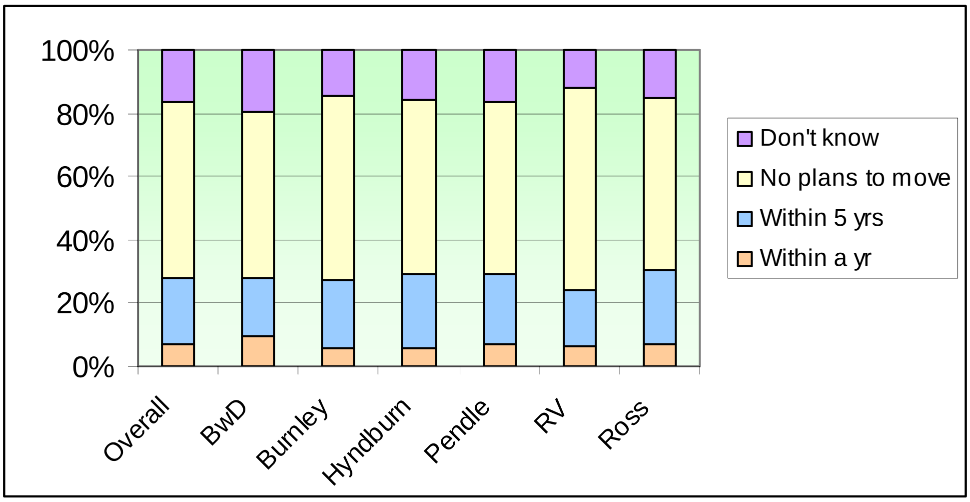
- Anti-social neighbours (more influential for 45-64's, residents with a disability and those living in RV and Blackburn [note that this again links back to the findings above, whereby experience of neighbours in Blackburn can have both a positive or indeed a negative impact on community relations)

8 Moving Home

8.1 Intention to move

56% of respondents have no plans to move home within the next 5 years, down 21% on the previous wave (77% in 2006). This is higher for those aged 65+, White residents and those living in Ribble Valley.

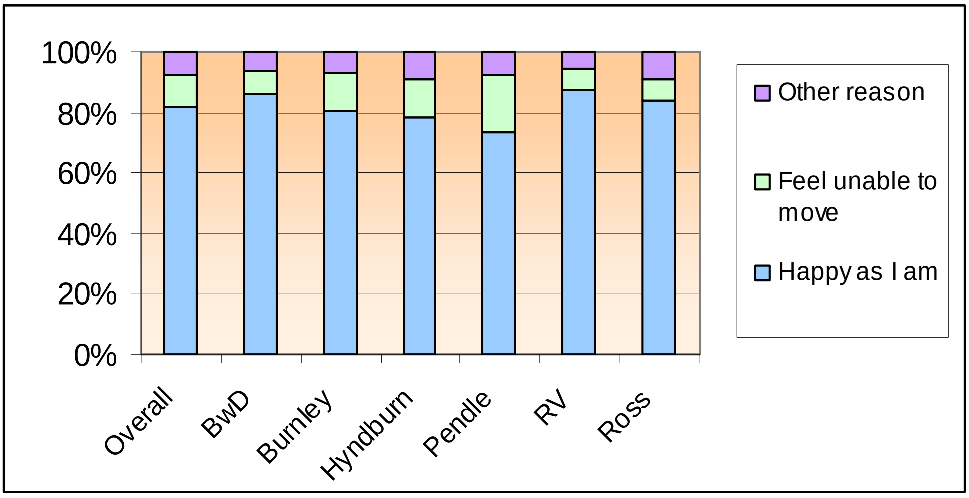
Figure 7.1 Anticipated property movement within the next 5 years



Source: Living and Working in East Lancashire (Q28)

For those who have no plans to move within the next 5 years, the main reason for this is that they are happy with their current home (82%, 78% in 2006). Perhaps of greater importance is the smaller proportion who would like to move but feel unable to do so. Overall this accounts for 11% of respondents (13% in 2006), but is higher for those aged less than 65 and for residents in Pendle.

Figure 7.2 Reasons for not wanting to move



Source: Living and Working in East Lancashire (Q29)

For those who feel unable to move (a total of 196 respondents), the reasons for this are:

- Household finances (more influential for 16-44's and those in Pendle)
- Desired property too expensive (more influential for residents in Ribble Valley)
- Prices are too low to sell (more influential for residents in Blackburn, despite having the second lowest proportion of people who agreed that local house prices were low)

So the impact of the recent credit crunch, the housing market boom and a perceived relative low price of existing properties all combine to prevent residents from being able to move home.

However, for those who are planning to move, the table below highlights the main reasons as to why. Needing more space and liking the area are the top two reasons in both the recent survey and 2006. However, due to slight amendments to the possible response options, comparison between the three waves is restricted.

Figure 7.3 Top 5 reasons why people are planning to move

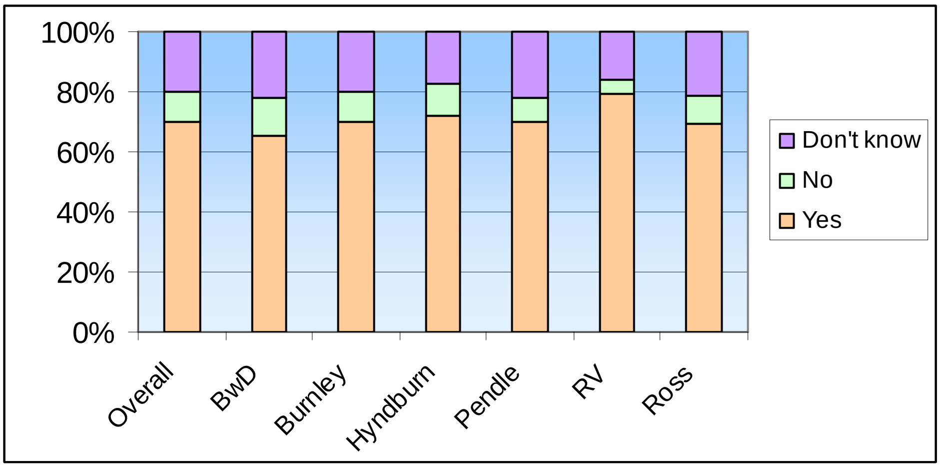
2009	2006	2004
Like the area	Need more space	Poor quality neighbourhood
Need more space	Like the area	Safety/ fear of crime
Safety/ fear of crime	ASB/ neighbour issues	ASB/ neighbour issues
To be closer to family	Safety/ fear of crime	Need more space
Employment prospects	Poor quality neighbourhood	Better access to work

Source: Living and Working in East Lancashire (Q31)

8.2 Looking to the future

70% of respondents expect that they will still be living in East Lancashire in 5 years time (64% in 2006 and 65% in 2004). This is higher for those aged 65+, White residents and those living in Ribble Valley. For those respondents who believe they will not be living in East Lancashire in 5 years time, this is more likely to cover 16-44's, BME residents and those living in Blackburn.

Figure 7.4 Whether people will still be living in East Lancashire in 5 years time



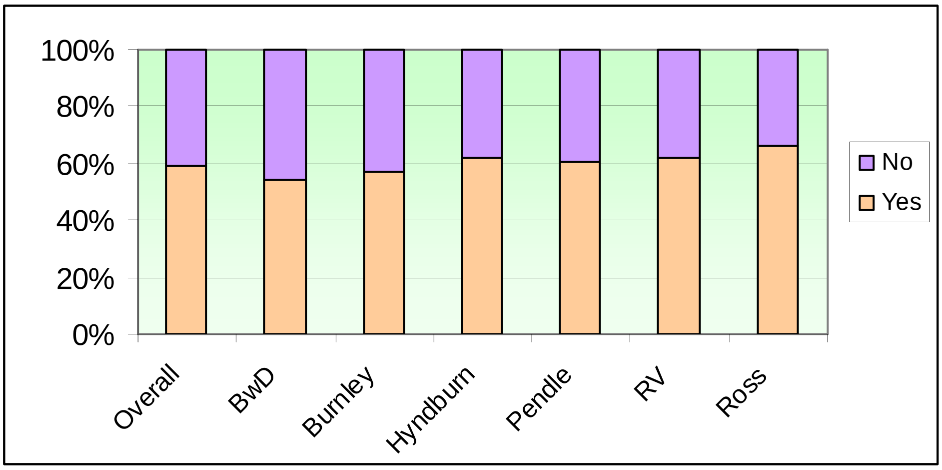
Source: Living and Working in East Lancashire (Q32)

9 Work and Leisure in East Lancashire

9.1 Work in East Lancashire

59% of respondents state they are currently in either full time or part time employment (59% in 2006, 66% in 2004). Of the 41% who are not in employment, this is more likely to include 65+, residents with a disability and those living in Blackburn and Burnley.

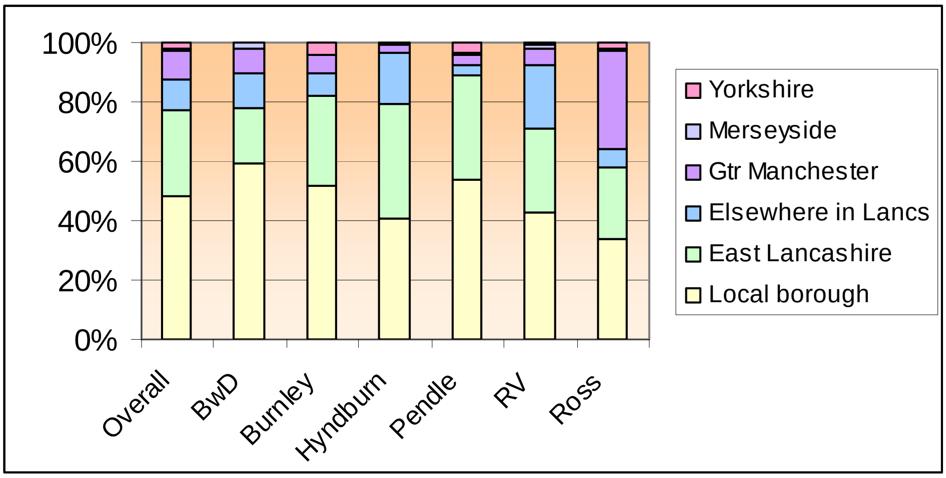
Figure 8.1 Whether currently in paid work



Source: Living and Working in East Lancashire (Q33)

It is no surprise to see that the majority (77%) of respondents work within East Lancashire. This compares to 78% in 2006 and 73% in 2004. This is higher for residents living in Pendle. Furthermore, and in line with the results found in both 2006 and 2004, Rossendale displays the greatest proportion of residents working outside of East Lancashire, with approximately 35% of all respondents working in Greater Manchester.

Figure 8.2 Workplace location

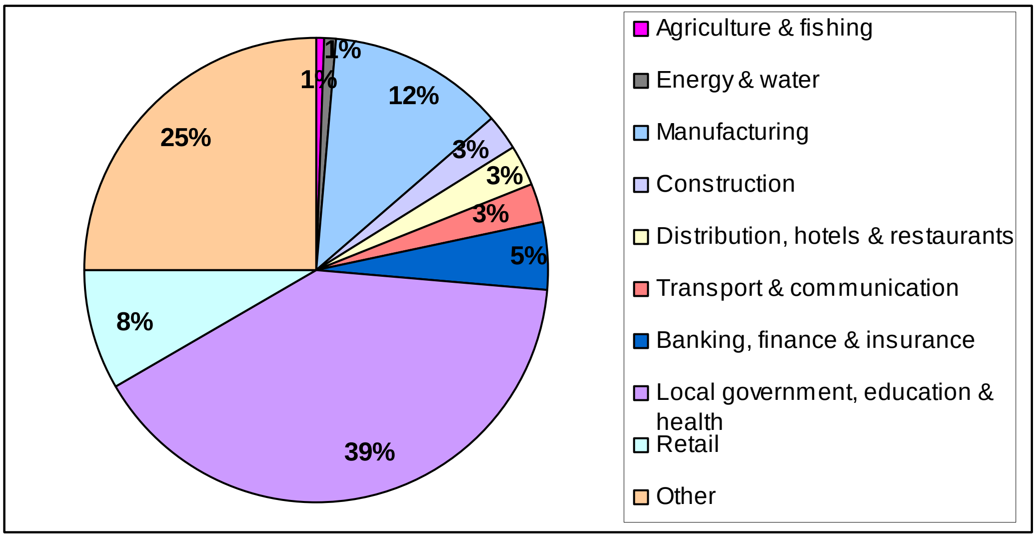


Source: Living and Working in East Lancashire (Q34)

9.2 Business activity

39% of respondents work in local government, with this being higher for women and those living in Burnley. 12% work in manufacturing, with this being higher for men, those aged 45-64, White residents and those living in Hyndburn and Blackburn. The results found in the recent survey are in line with those from 2006.

Figure 8.3 Business activity

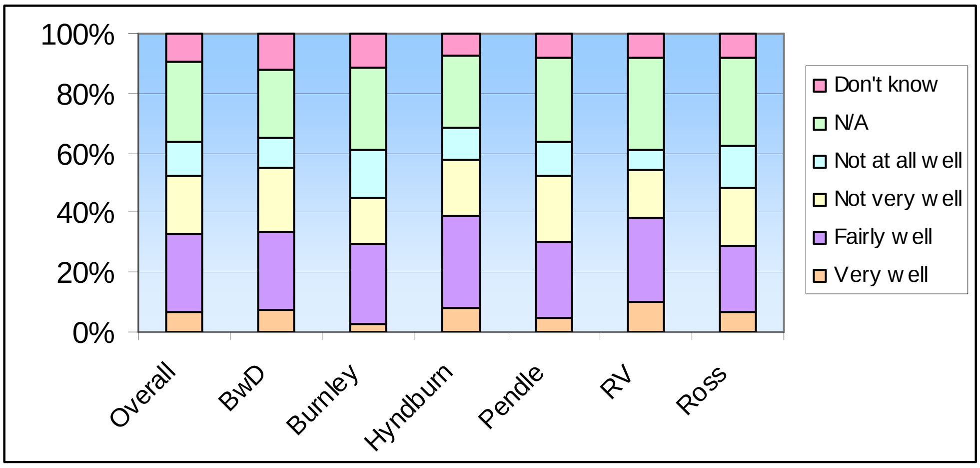


Source: Living and Working in East Lancashire (Q35)

9.3 Potential to develop

33% agree that they have can develop their job prospects and career in East Lancashire (higher for women, 16-44, White residents, those without a disability and those living in Hyndburn and Ribble Valley). However, a similar proportion (31%) disagree with this, and this is higher for men and BME residents.

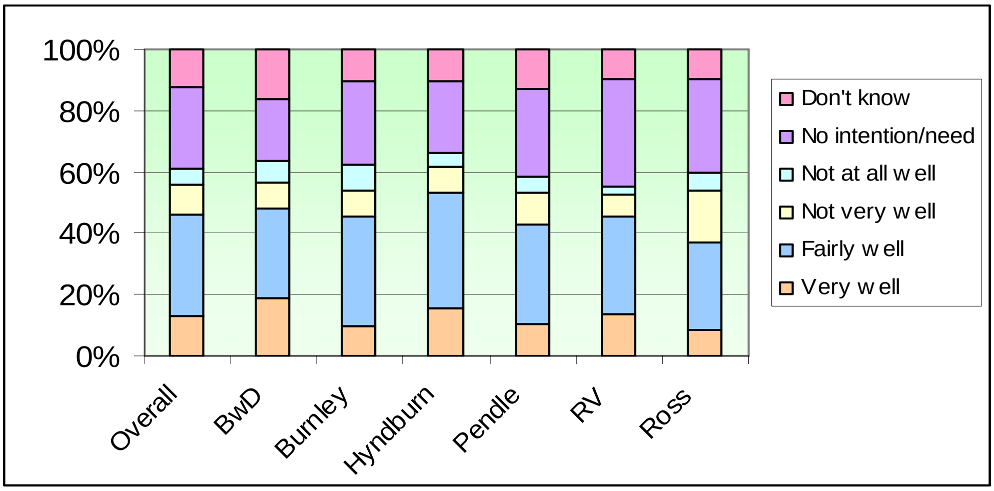
Figure 8.4 Potential to develop job prospects



Source: Living and Working in East Lancashire (Q36)

The survey went on to ask respondents how well they thought they could develop their academic qualifications in East Lancashire. The findings here are more conclusive, with 46% feeling that they can develop their academic qualifications (with this being higher for women, 16-44, residents without a disability and those living in Hyndburn). Only 16% disagreed, and this was higher amongst men, BME residents and those living in Rossendale.

Figure 8.5 Potential to develop academic qualifications



Source: Living and Working in East Lancashire (Q37)

9.4 Where residents do their shopping

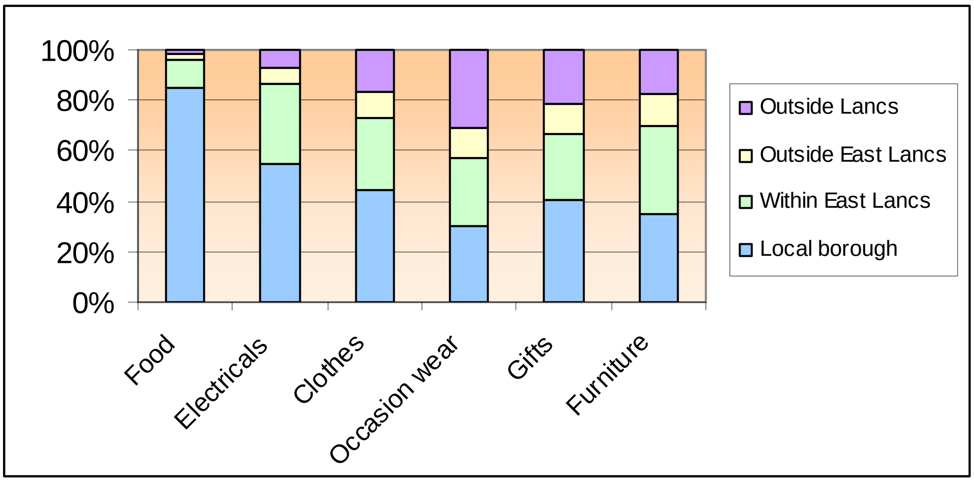
85% of respondents shopped for food within their local borough (compared to 83% in 2006 and 85% in 2004), with a further 11% shopping outside their borough but still within East Lancashire. In terms of shopping outside East Lancashire, this is higher for residents living in Ribble Valley and Rossendale.

Just over half (55%) of all respondents shopped for electrical goods inside their borough, up from 46% in 2006 and up slightly from 53% in 2004, whilst 32% shop outside the borough but still within East Lancashire. Residents in Rossendale are far more likely to shop for electrical goods outside of Lancashire, with 25% stating this to be the case (compared to an average of 5% for other authorities).

Nearly three quarters of people shopped for every day clothes in East Lancashire (slightly lower than in 2006 and 2004), with the remainder venturing outside of Lancashire to access the bigger towns/ cities. This is more likely to be the case for those aged 16-44 and residents in Rossendale.

About 65% of residents shop for specialist goods such as furniture, occasion wear and gifts within East Lancashire (down from 70% in 2006 but up from 60% in 2004). It is interesting to note that a much larger degree of shopping outside of Lancashire takes place across these three items. Residents from Rossendale and Burnley are the most likely to follow this trend.

Figure 8.6 Where residents do their shopping



Source: Living and Working in East Lancashire (Q38)

9.5 Changes in spending

For the first time in all three waves of this survey, respondents were asked to consider how their spending patterns had changed (as a result of the recent economic downturn) across a number of common household items. The message seems quite clear:

- For 'nice to have items', expenditure has decreased considerably (i.e. luxury items, clothes, gifts, holidays)
- For 'essential' items, expenditure has remained fairly steady (i.e. essential items and food)
- For items with less control, spending is determined by market forces and national initiatives (i.e. utility bills)

On the whole, residents in Burnley and Pendle are more likely than other authorities to have reduced their spending as a result of the recent economic changes. Furthermore, those aged 16-44 and BME residents are also likely to display a decrease in spending.

Figure 8.7 Changes in spending activity

	Decreased	No change	Increased
Essential items	32%	58%	9%
Food	34%	54%	11%
Clothes	55%	37%	7%
Utility bills	21%	35%	41%
Housing repairs	25%	47%	15%
Luxury items	57%	25%	10%
Car	31%	40%	13%
Gifts	46%	41%	9%
Leisure activities	41%	40%	9%
Holidays	44%	34%	12%

Source: Living and Working in East Lancashire (Q39)

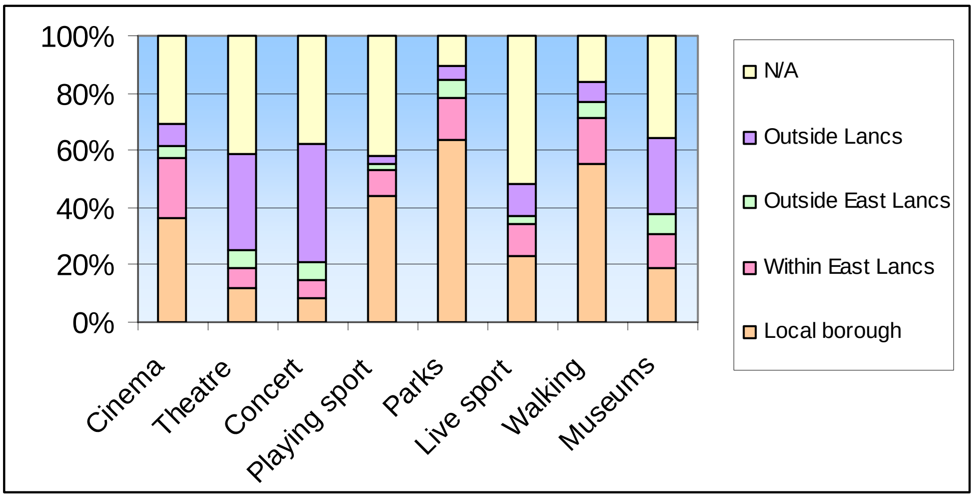
9.6 Location of leisure activities

The chart below highlights where residents tend to undertake the various types of leisure activities. The emerging trend seems to be a logical one – for activities that are less accessible in the local area (i.e. concerts, theatres, museums), more people tend to go outside of the borough to access these. For those activities that are more accessible in the local area (i.e. parks, walking paths) more people tend to access these within the local area.

Of all these leisure activities, arguably the main activity that local authorities can control/ influence is parks and open spaces. Residents in Rossendale, Ribble Valley and Hyndburn are more likely to venture outside the local borough to access this publicly provided service.

Comparing these results to 2006, the picture is very similar. One interesting difference is that the proportion of residents undertaking sport within the borough has increased (from 38% to 44%). However, the proportion whereby undertaking sport is considered to be ‘not applicable’ has also increased from 37% in 2006 to 42% in 2009. From a healthy lifestyles perspective, those less likely to be involved in playing sport are 65+, White, with a disability and living in either Pendle or Hyndburn.

Figure 8.8 Location of leisure activities



Source: Living and Working in East Lancashire (Q40)

10 Local services

10.1 Satisfaction with services

On the whole, satisfaction with public services has increased since 2004. The largest proportional increase is seen for dentists, with 63% now being satisfied with the service that they provide. Satisfaction is higher for women, White residents and those living in Blackburn and Ribble Valley.

However, A&E services and the general hospital service have both deteriorated since 2004. This will likely be affected by the recent move of A&E services from Burnley General to Blackburn Royal. Unsurprisingly, dissatisfaction is at highest for residents who live in Pendle and Burnley. However, men and BME residents are also more likely to be dissatisfied.

Figure 9.1 % satisfied with local public services

	2009	2006	2004	Change
Waste collection	80%	n/a	n/a	n/a
Waste recycling	78%	n/a	n/a	n/a
Doctor/ GP services	82%	79%	74%	✓
Hospital A&E services	52%	59%	66%	✗
General hospital services	59%	46%	65%	✗
Dentist	63%	52%	41%	✓
Childminders and childcare clubs	59%	39%	45%	✓
Primary schools	84%	64%	74%	✓
Secondary schools	65%	59%	63%	⇔
Sixth form/ colleges	66%	49%	58%	✓
Planning departments	33%	n/a	n/a	n/a
Social services	44%	n/a	n/a	n/a
Police	51%	37%	39%	✓
Housing advice services	39%	53%	32%	✓
Leisure facilities	57%	n/a	n/a	n/a
Libraries	80%	n/a	n/a	n/a

Source: Living and Working in East Lancashire (Q41)

10.2 Accessibility of services

In line with the fact that satisfaction with dentists has increased, those regarding the service as being difficult to access has decreased by 9% since 2006. However, it is still considerably higher than in 2004 and out of all the services listed is still considered the most difficult to access. Access seems to be more difficult for BME residents and those living in Rossendale.

Figure 9.2 Services regarded as difficult to access

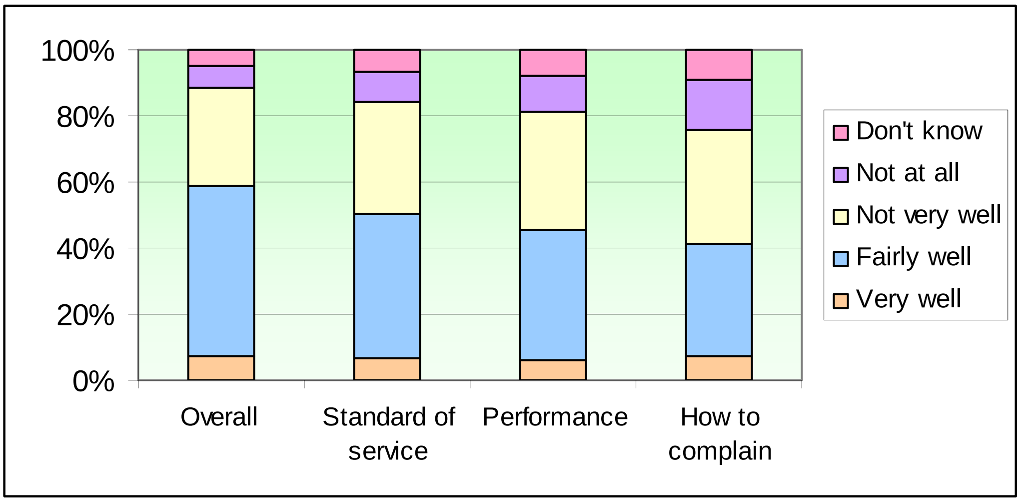
	2009	2006	2004	Change
NHS Dentist	34%	43%	12%	✖
Doctor	9%	9%	5%	✖
Hospital	14%	8%	2%	✖
Police	9%	14%	5%	✖
Adult Education	7%	6%	1%	✖
Recycling facilities	6%	7%	0%	✖
Bank/ PO/ Building Society	9%	9%	0%	✖
Local Council	6%	7%	1%	✖
Library	2%	2%	0%	⇔
Specialist food retailers	4%	6%	0%	✖
Cinema/ theatre	9%	9%	0%	✖
None	36%	34%	71%	✖

Source: Living and Working in East Lancashire (Q42)

10.3 Communication

Although fewer people feel informed about the standard of service to expect from public service providers (50%), the performance (45%) and how to complain (41%), a greater proportion of respondents overall tend to feel informed (59%). Those most likely to feel informed overall about public services include those aged 65+, White residents and those living in Ribble Valley.

Figure 9.3 Extent to which people feel informed



Source: Living and Working in East Lancashire (Q43)

11 Housing Market Renewal (HMR) Intervention Area Focus

This section highlights some of the main findings for the Living and working in East Lancashire survey for the Housing Market Renewal (HMR) intervention area residents. The analysis, where possible, looks to compare the **5 district intervention areas** with **the intervention area average** and **East Lancashire average**. From an analysis of post codes 883 respondents from a total of 3353 (26%) lived within an HMR intervention area. This compares to 918 respondents from a total of 3185 (29%) in 2006 and 709 respondents from a total of 2917 (24%) in 2004.

Figure 10.1 Intervention area responses and proportionate response

District	Respondents in intervention area	*% of each district's respondents*
Blackburn	186	39%
Burnley	146	29%
Hyndburn	176	32%
Pendle	325	51%
Rossendale	50	10%

Source: Living and Working in East Lancashire

However, to reflect the population sizes across all 5 of these intervention areas, the results were weighted so that a truer picture of the target audience can be obtained. The table below shows the weighted respondent numbers in each intervention areas.

Figure 10.2 Weighted responses and margin of error

District	*Weighted respondents*
Blackburn	346
Burnley	173
Hyndburn	169
Pendle	316
Rossendale	42

Source: Living and Working in East Lancashire

In total, the results are based upon 1046 weighted cases. Given that the intervention area in total consists of 190,283 residents, this yields a margin of error (at the 95% confidence level) of +/- 3% (see explanation on page 8 if required). Hence the data is still considered to be robust (+/- 3% was the margin of error allowed on the Place Survey results).

11.1 Gender and age

Looking at the breakdown of gender of age, the comparison to 2006 is nearly identical. Compared to the East Lancashire breakdown, the intervention area findings are made up of a higher proportion of female residents and also a much higher proportion of younger (less than 44 yrs of age) residents.

Figure 10.3 Gender and age breakdown (weighted)

	Int Area 2009	East Lancs 2009	Int Area 2006
Male	40%	45%	43%
Female	60%	55%	57%
16-44	52%	21%	51%
45-64	29%	46%	30%
65+	19%	31%	19%

Source: Living and Working in East Lancashire 2006/09

11.2 Ethnicity

The ethnic origin of respondents in the HMR intervention area is more diverse than East Lancashire as a whole. 96% of all survey respondents declared a White ethnic background – for those living in the intervention area, this falls to 78% (in 2006 this was slightly higher at 80%).

Figure 10.4 Ethnicity

	Int Area 2009	East Lancs 2009	Int Area 2006
White	78%	96%	80%
BME	22%	4%	20%

Source: Living and Working in East Lancashire 2006/09

11.3 Disability

When looking at the levels of disability within the intervention area, the picture is very similar to East Lancashire as a whole. 33% of those making up the intervention area sample declare a limiting illness, disability or infirmity (31% in East Lancashire).

Figure 10.5 Residents with a LT limiting illness, disability or infirmity

	Int Area 2009	East Lancs 2009	Int Area 2006
Yes	33%	31%	n/a
No	67%	69%	n/a

Source: Living and Working in East Lancashire 2006/09

11.4 Housing situation

Fewer residents making up the intervention area sample own their property (compared to East Lancashire as a whole and the 2006 intervention area sample). Furthermore, renting is higher across all three of the possible options below.

Figure 10.6 Housing situation

	Int Area 2009	East Lancs 2009	Int Area 2006
Own	66%	78%	73%
Rent – private	10%	6%	7%
Rent – housing association	12%	7%	6%
Rent – Council	7%	4%	5%
Other	5%	5%	9%

Source: Living and Working in East Lancashire 2006/09

11.5 Housing type

Unsurprisingly, much greater proportions of terraced property can be seen when looking at the housing composition of the intervention area sample.

Figure 10.7 Housing type

	Int Area 2009	East Lancs 2009	Int Area 2006
Detached	9%	19%	7%
Semi detached	17%	26%	17%
Mid terrace	48%	31%	56%
End terrace	11%	9%	11%
Bungalow	4%	8%	4%
Flat/ maisonette	9%	5%	5%
Bedsit/ studio	0%	0%	0%
Other	2%	2%	0%

Source: Living and Working in East Lancashire 2006/09

11.6 Number of bedrooms

The intervention area sample has a greater proportion of 2 bedroom properties (compared to East Lancashire), mainly at the expense of 3 and 4 bedroom properties.

Figure 10.8 Number of bedrooms

	Int Area 2009	East Lancs 2009	Int Area 2006
1	7%	5%	5%
2	43%	32%	44%
3	39%	43%	40%
4	9%	16%	8%
5+	2%	3%	4%

Source: Living and Working in East Lancashire 2006/09

11.7 Adults aged over 18

It is interesting to note the slight increase in 1 adult properties in the 2009 intervention area sample. This is higher than both the East Lancashire total and also the intervention area sample from 2006.

Figure 10.9 Adults aged over 18

	Int Area 2009	East Lancs 2009	Int Area 2006
1	36%	27%	28%
2	47%	58%	51%
3	12%	11%	12%
4	4%	4%	6%
5+	1%	1%	3%

Source: Living and Working in East Lancashire 2006/09

11.8 Children/ young people under 18

Interestingly the number of children in each household is very similar to the East Lancashire profile. However, compared to the 2006 intervention area sample, there are more 1 child households and fewer 2, 3 and 4 children households.

Figure 10.10 Children/ young people under 18

	Int Area 2009	East Lancs 2009	Int Area 2006
1	49%	51%	35%
2	29%	30%	37%
3	13%	13%	16%
4	5%	5%	10%
5+	4%	1%	2%

Source: Living and Working in East Lancashire 2006/09

11.9 Employment status

The employment status compared to the East Lancashire profile is fairly similar. There are slightly lower levels of people in employment, mainly at the expense of being permanently sick/ disabled. Levels of unemployment are reasonably consistent across all three columns in the table below.

Figure 10.11 Employment status

	Int Area 2009	East Lancs 2009	Int Area 2006
Employee – FT	33%	38%	34%
Employee – PT	13%	14%	14%
Self employed	5%	7%	5%
Govt supported training	0%	0%	0%
FT education	4%	3%	5%
Unemployed	5%	3%	5%
Permanently sick or disabled	11%	6%	10%
Retired	21%	23%	21%
Looking after the home	6%	4%	9%
Looking after family members	3%	2%	7%
Doing something else	1%	1%	2%

Source: Living and Working in East Lancashire 2006/09

11.10 Occupational status

Again, the occupational profile of the intervention area sample is very similar to that of East Lancashire as a whole. It is interesting to note the proportion who state that they are not currently in employment (30%) and compare these to the proportion who declare themselves to be unemployed in the table above (5%).

Figure 10.12 Occupational status

	Int Area 2009	East Lancs 2009	Int Area 2006
Higher managerial	8%	13%	8%
Intermediate managerial	18%	23%	25%
Supervisory/ clerical	13%	15%	20%
Skilled manual	6%	6%	9%
Semi skilled or unskilled	10%	8%	12%
State pensioner	16%	14%	28%
Not currently employed	30%	22%	n/a

Source: Living and Working in East Lancashire 2006/09

11.11 Qualifications

Although slightly fewer respondents in the intervention area sample are educated to degree level, the breakdown is similar to that for East Lancashire as a whole. A higher proportion of residents within the intervention area sample have no formal qualifications (19% vs 14%).

Figure 10.13 Highest level of qualification

	Int Area 2009	East Lancs 2009	Int Area 2006
University degree	22%	26%	16%
Professional institute/ HNC	13%	15%	10%
A Levels	11%	13%	13%
GCSE’s	24%	21%	27%
Other	12%	11%	14%
No formal academic qualification	19%	14%	20%

Source: Living and Working in East Lancashire 2006/09

11.12 Access to a motor vehicle

Fewer respondents in the intervention area sample have access to a motor vehicle, with this finding being similar in 2006 also.

Figure 10.14 Access to a motor vehicle

	Int Area 2009	East Lancs 2009	Int Area 2006
Yes	73%	85%	78%
No	27%	15%	22%

Source: Living and Working in East Lancashire 2006/09

11.13 Executive summary

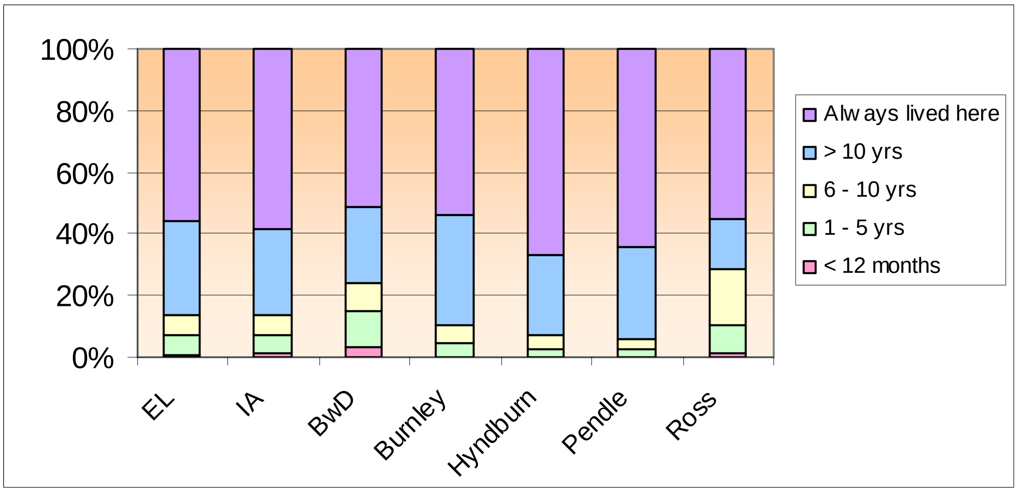
- The image of East Lancashire (by those who live within it) seems to be deteriorating (45% have a positive image vs 53% in 2006)
    - Implications for attracting outsiders into the area
- Satisfaction with the area as a place to live is falling (41% vs 46% in 2006)

    - Implications for retaining the more ‘mobile’ residents and attracting outsiders in
- Community cohesion is showing signs of strain
    - 32% disagree that different backgrounds get on
- Housing market conditions are regarded as less favourable in the intervention area
- Anti-social behaviour is seen as being a greater issue in the intervention area, especially litter
- Majority of those not intending to move in the next 5 years are happy where they are
    - However, 17% would like to move but feel unable to do so
- A greater proportion see themselves living in East Lancashire in 5 years time
    - But is this by choice or by necessity?
- Evidence of restricted mobility for residents in the intervention area
    - Fewer have access to a motor vehicle
    - More are likely to shop within the local borough
    - More are likely to undertake leisure activities in the local borough
- Satisfaction with local services, on the whole, is improving
    - NHS dentists still the most difficult service to access

11.14 Length of residence in East Lancashire

Overall, the length of time residents have lived in East Lancashire is very similar between the intervention area, the full survey sample and the 2006 intervention area. One observation worthy of note is that for residents in the Hyndburn intervention area, whereby they are more likely to have lived in East Lancashire all their lives. There is also a greater degree of turnover in the Blackburn intervention area.

Figure 10.15 Length of time living in East Lancashire



Source: Living and Working in East Lancashire (Q1)

For those who have not lived in East Lancashire all their lives, the main reasons for moving to the area include:

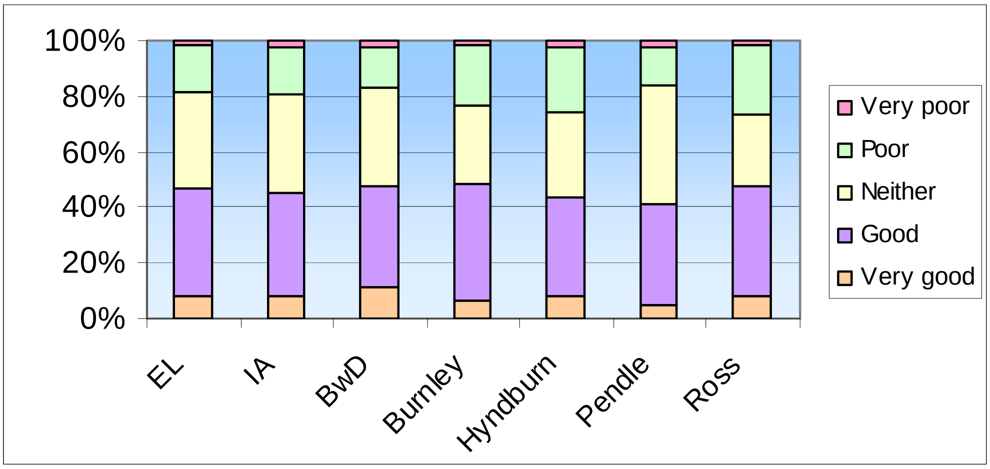
- To be closer to family/ friends (higher in Blackburn)
- Affordable housing (higher in Rossendale)
- Employment reasons (higher in Rossendale)

11.15 East Lancashire image

Looking at the perceived image of East Lancashire within East Lancashire itself, the percentage who feel that the image is positive is 45% (46% in East Lancashire and 53% in the 2006 intervention area sample). Residents in Rossendale and Hyndburn are more likely to perceive this image as being poor.

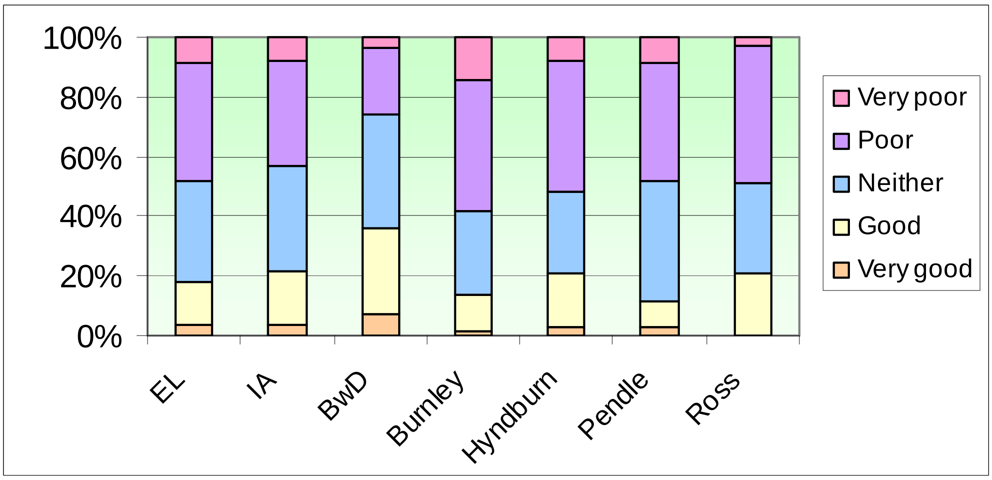
Looking at the perceived image nationally, only 22% feel that the image is positive (higher than the 18% found for East Lancashire as a whole and on par with the 23% found in the 2006 intervention area sample). Residents in Blackburn are more likely to perceive the image positively whilst residents in Burnley and Pendle are the least likely.

Figure 10.16 Image of East Lancashire within East Lancashire



Source: Living and Working in East Lancashire (Q3)

Figure 10.17 Image of East Lancashire nationally

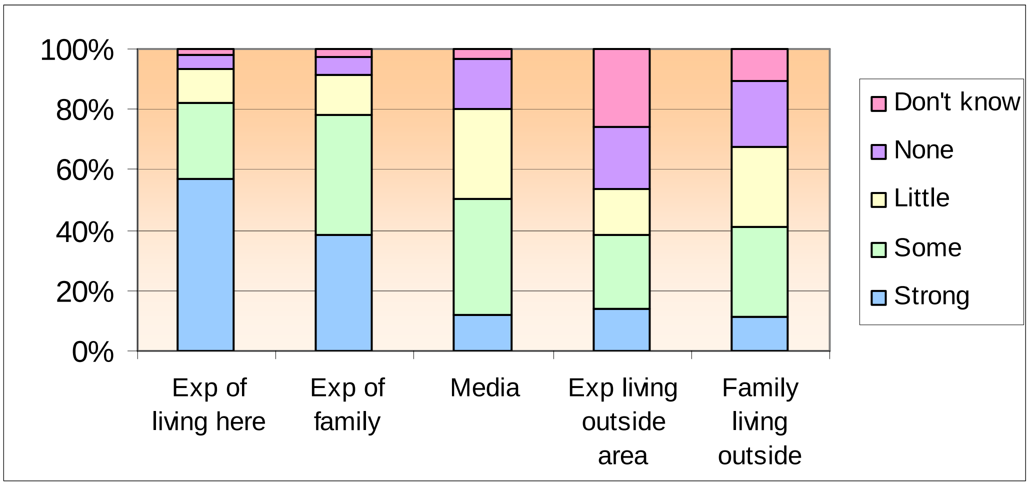


Source: Living and Working in East Lancashire (Q3)

11.16 Influence on opinion of area

The experience of living in East Lancashire coupled with the experience that family and friends have had, are the two main influences on personal perceptions. This is a very similar finding to the overall results for 2009 and follows exactly the same pattern for the intervention area results from 2006. The experience of living here and the experience others have had is seemingly lower in Blackburn.

Figure 10.18 Influence on perceptions

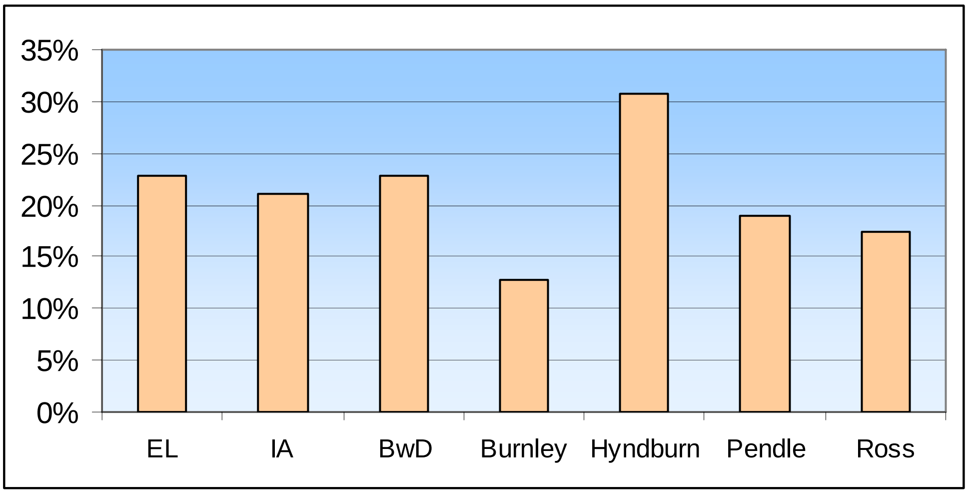


Source: Living and Working in East Lancashire (Q6)

11.17 Awareness of Pennine Lancashire brand

For the first time in all three waves of the survey, respondents were asked to highlight whether they were aware of the Pennine Lancashire brand. Please note, however, that this is a leading question and will naturally lean people towards agreeing. As a result, the percentages found will not represent the true picture and will over state the proportion who have heard of Pennine Lancashire. Overall, 21% of those in the intervention area are aware of the brand, although in Hyndburn this is considerably higher at 31% (and at it's lowest in Burnley at 13%).

Figure 10.19 Awareness of the Pennine Lancashire brand

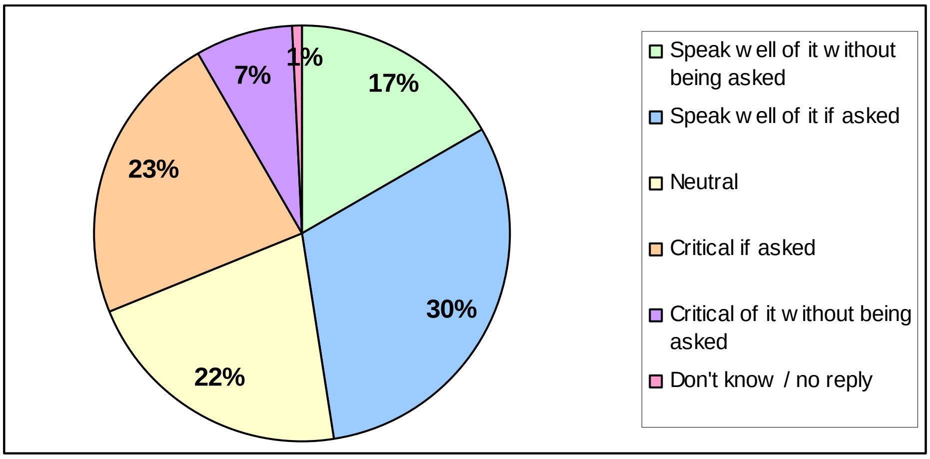


Source: Living and Working in East Lancashire (Q7)

11.18 How well individuals would speak of the area

47% would speak well of their neighbourhood (66% for East Lancashire as a whole and 55% in the 2006 intervention area results). Residents in Rossendale would be far more likely to speak well (72%) whilst those in Burnley are more likely to be critical.

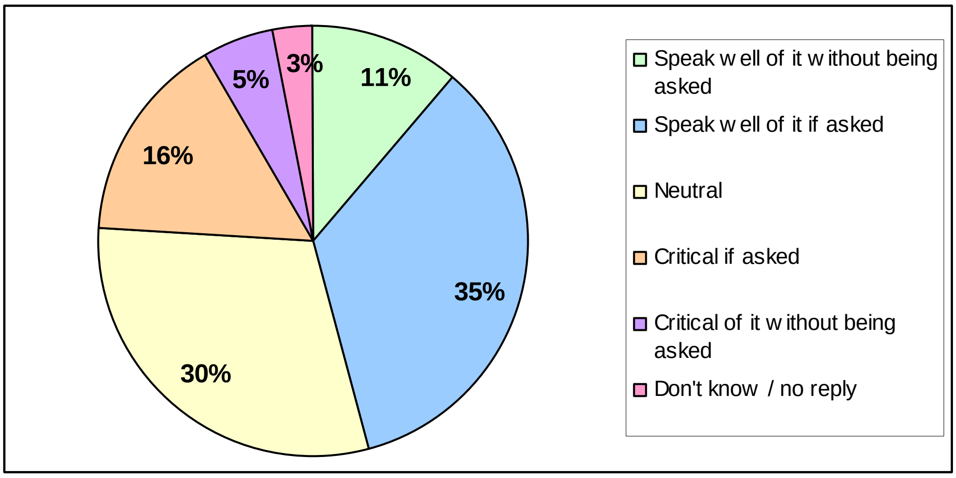
Figure 10.20 How well people would speak of their neighbourhood



Source: Living and Working in East Lancashire (Q8)

When it comes to how well residents would speak of East Lancashire, the figure is pretty much identical to that found above (46%). It is interesting to note how small a drop this is (1%). For the East Lancashire results, the drop is 17% whilst for the 2006 intervention area results the drop was 6%.

Figure 10.21 How well people would speak of East Lancashire

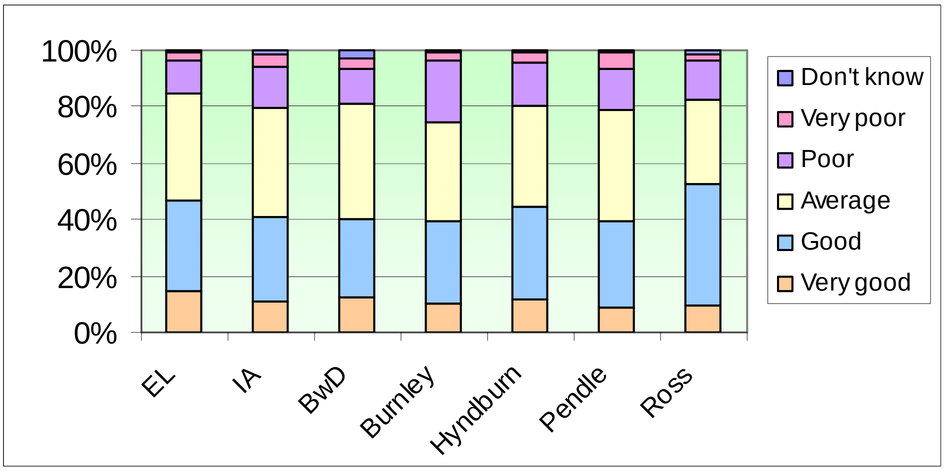


Source: Living and Working in East Lancashire (Q8)

11.19 Rating of East Lancashire as a place to live

41% of intervention area residents rate East Lancashire as a good or very good place to live (47% for East Lancashire as a whole and 46% for the 2006 intervention area results). Those living in Rossendale are more likely to respond positively to this question, with 53% rating the area as good or very good.

Figure 10.22 Rating of East Lancashire as a place to live



Source: Living and Working In East Lancashire (Q9)

11.20 Belonging

65% of intervention area respondents feel that they belong to their local neighbourhood (lower in Hyndburn at 61%), compared to 70% in 2006. Belonging to the county of Lancashire is also lower at 63% (72% in 2006), and even lower in Blackburn and Rossendale at 58% and 56% respectively.

Figure 10.23 Those who very or fairly strongly belong to…

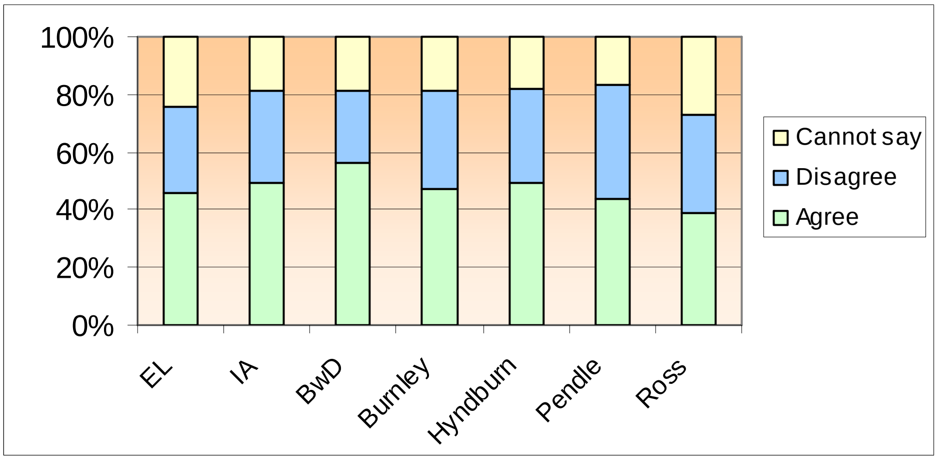
	2009 IA	2009 EL	2006 IA
Local neighbourhood	65%	70%	70%
Nearest town	55%	53%	56%
Local borough	48%	47%	48%
East Lancashire	52%	51%	61%
Lancashire County	63%	70%	72%
North West	70%	76%	74%
United Kingdom	76%	81%	n/a

Source: Living and Working In East Lancashire (Q12)

11.21 Community cohesion

32% of respondents from the HMR intervention area disagreed that people from different backgrounds get on in their area (compared to 37% in 2006 and 28% in 2004), 2% higher than the East Lancashire average. This level of disagreement is lower in Blackburn at 25% and higher in Pendle at 39%.

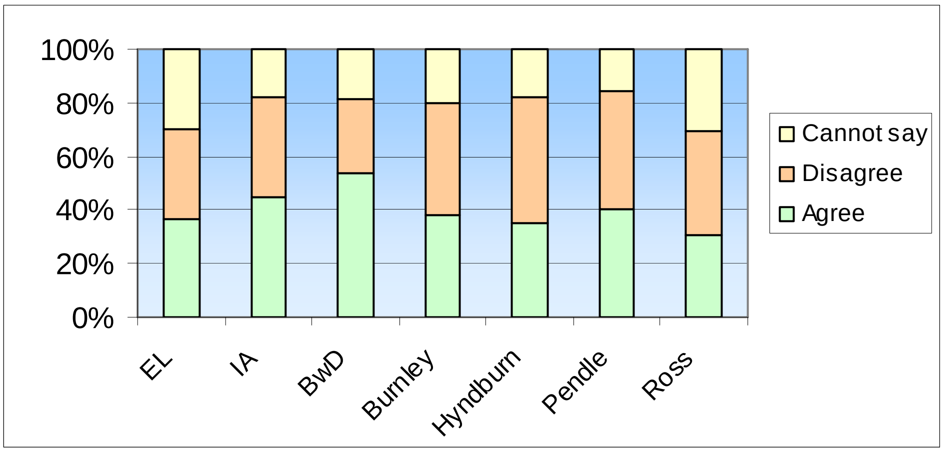
Figure 10.24 Extent to which different backgrounds get on well together



Source: Living and Working In East Lancashire (Q13)

Looking at the extent to which respondents agree that their neighbourhood is one where people respect ethnic differences, 45% agree with this statement (higher than the East Lancashire sample and the 2006 and 2004 intervention area sample). In total, 40% agree with this statement (very similar to both 2006 and 2004). Although a higher % agree with this statement in the intervention area, a higher % also disagree in the intervention compared to East Lancashire (37% vs 34%). Those most likely to disagree are residents living in Hyndburn.

Figure 10.25 Respecting ethnic differences

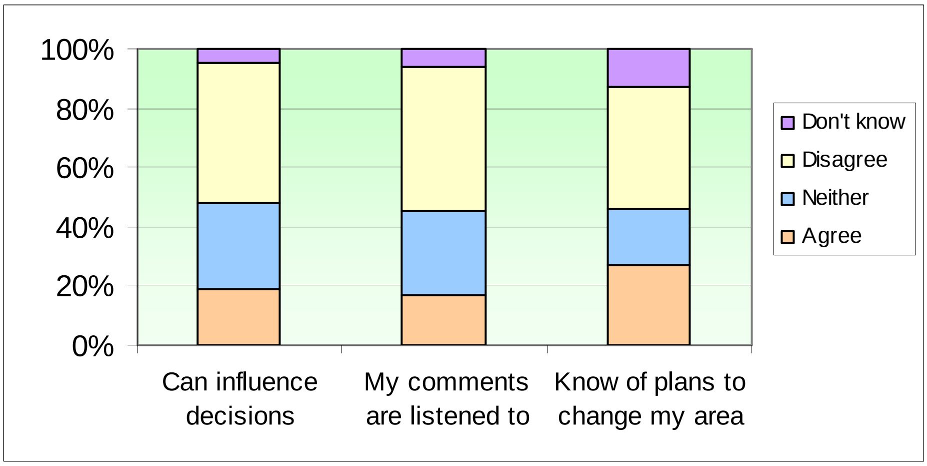


Source: Living and Working In East Lancashire (Q14)

11.22 Influencing decisions

19% of respondents in the intervention area feel that they can influence local decisions (similar to 2006 and 2004). Those most likely to feel as though they can influence are residents in Hyndburn and Rossendale. Although the understanding of plans to change the local area is relatively high at 27%, this doesn't differ a great deal from the East Lancashire average (26%). Those most likely to be aware of plans to change the area are residents in Rossendale (but considerably lower in Hyndburn).

Figure 10.26 Perceived level of influence/ understanding



Source: Living and Working In East Lancashire (Q16)

11.23 Neighbourhood statements

Compared to the 2006 intervention area findings, the results are fairly mixed. A number of statements have improved since 2006 – these include clean and well maintained town centres and the area being run down. However, there are a few statements whereby performance is deteriorating. These include good shopping facilities, the level of crime and the strength of the economy. The majority of respondents (78%) still agree that the area has accessible countryside (higher in Pendle and Rossendale) but 49% feel that there are only low paid jobs here (higher in Burnley).

Figure 10.27 Those who agree with the following statements

	2009 IA	2009 EL	2006 IA	Change
It has accessible countryside	78%	90%	83%	✘
There are opportunities for outdoor leisure	49%	58%	50%	⇔
It has clean & well maintained town centres	39%	38%	34%	✓
It is run down	47%	40%	52%	✓
It has good shopping facilities	28%	27%	38%	✘
It is an area of high crime	36%	25%	30%	✘
It has a strong economy	6%	9%	9%	✘
It is easy to find jobs	5%	5%	7%	⇔
There are only low paid jobs here	49%	44%	46%	✘

Source: Living and Working In East Lancashire (Q17)

11.24 Housing market

Looking at perceptions of the housing market in the intervention area, the emerging pattern is perhaps as you would expect it. Compared to East Lancashire, housing is more affordable, house prices tend to be lower, housing type is considered to be more limited and the standard of housing is generally inferior. The biggest difference between the intervention area and East Lancashire is that surrounding the standard of housing (29% think that the standard good compared with 46% across EL) and this is considerably lower in Burnley.

It is interesting to note that for residents in the Rossendale intervention area, their perceptions of their housing market are more favourable than any other intervention area and East Lancashire as a whole. Housing is affordable, housing type isn't limited, the standard of housing is good and yet house prices are fairly low.

Figure 10.28 Proportion who agree with the housing market statements

	IA	EL	BwD	Burn	Hynd	Pen	Ross
Housing is affordable	46%	45%	42%	44%	48%	51%	57%
Housing type is limited	44%	35%	49%	54%	40%	40%	19%
Housing standard is good	29%	46%	36%	17%	30%	26%	47%
House prices are low	31%	24%	23%	35%	30%	37%	29%
It is difficult to get financial products	28%	24%	36%	26%	23%	25%	13%
I have good access to financial advice	39%	47%	32%	36%	44%	45%	33%
I'm worried about moving home	49%	45%	50%	49%	46%	49%	46%

Source: Living and Working In East Lancashire (Q18)

11.25 Anti-social behaviour

Perhaps unsurprisingly, across all 10 ASB's listed below, residents in the intervention area are more likely to agree that these are a problem. The biggest problem seems to be litter (higher in Burnley) followed by dog fouling (higher in Burnley and Hyndburn) and parents not taking responsibility for their children (higher in Burnley and Pendle).

Figure 10.29 Proportion who rate the ASB statements as being a problem

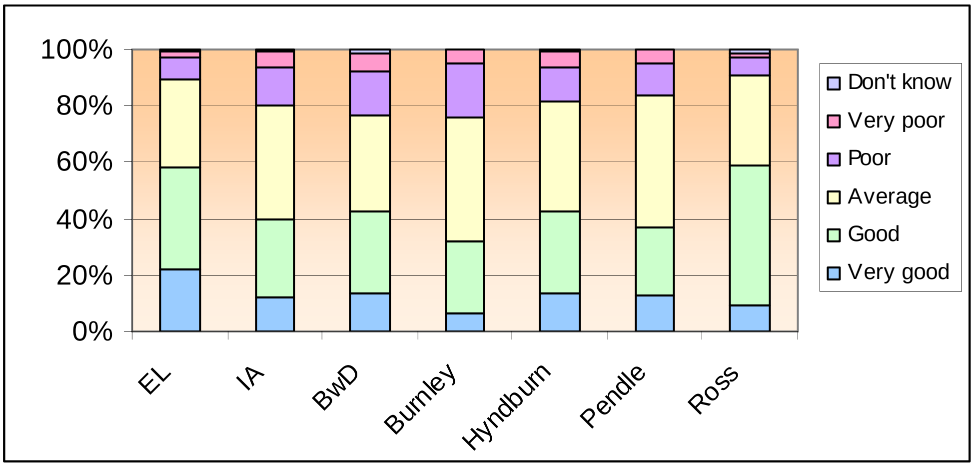
	IA	EL	BwD	Burn	Hynd	Pen	Ross
Noisy neighbours/ loud parties	26%	15%	29%	29%	24%	24%	5%
Teenagers hanging around	55%	40%	55%	58%	53%	56%	51%
Litter or rubbish	68%	51%	69%	76%	65%	69%	42%
Dog fouling	66%	59%	57%	77%	74%	67%	54%
Vandalism	52%	35%	60%	55%	46%	46%	44%
People using or dealing drugs	52%	31%	51%	58%	40%	58%	49%
People being drunk or rowdy in public	42%	29%	42%	46%	37%	45%	28%
Parents not taking responsibility for their children	62%	47%	57%	66%	64%	66%	59%
People not treating others with respect	56%	41%	56%	55%	60%	56%	57%
Underage drinking	57%	45%	52%	66%	58%	59%	47%

Source: Living and Working in East Lancashire (Q19)

11.26 Neighbourhood as a place to live

40% rate their area as a good or very good place to live (58% in East Lancashire and 39% in the 2006 intervention area sample). Residents in Rossendale are far more likely to respond positively (59%). 19% of intervention area residents rate their neighbourhood as poor or very poor (10% in East Lancashire and 20% in the 2006 intervention area sample). Residents in Blackburn and Burnley are the most likely to be dissatisfied with their neighbourhood.

Figure 10.30 How people rate their neighbourhood as a place to live

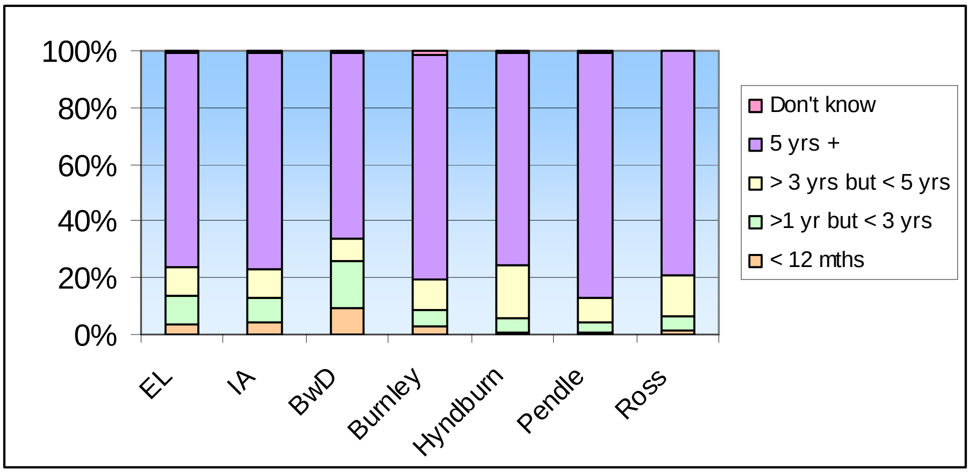


Source: Living and Working in East Lancashire (Q20)

11.27 Living in East Lancashire

Respondents in both East Lancashire and the intervention area follow a very similar pattern when asked how long they had lived in their current home (similar finding in 2006). Those in Pendle are more likely to have lived in their area for more than 5 years and again Blackburn demonstrates a relatively higher degree of housing turnover (although this could be attributable to the differences in methodology).

Figure 10.31 Length of time in current home



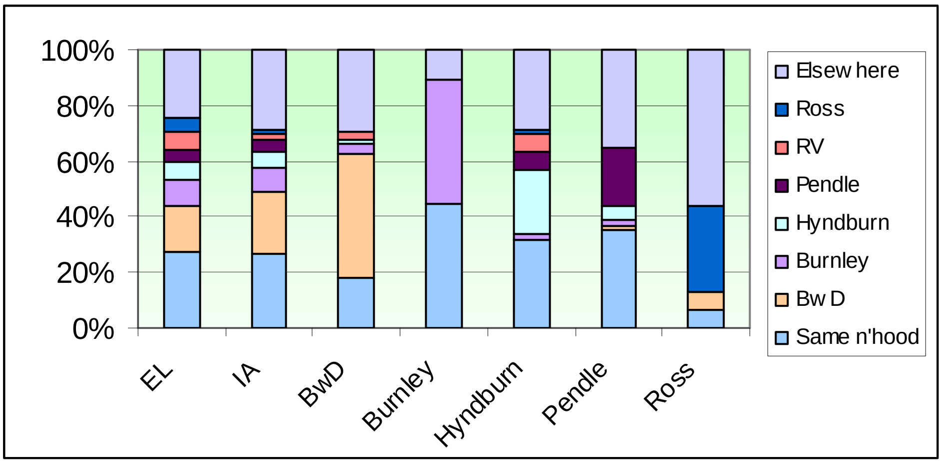
Source: Living and Working in East Lancashire (Q23)

11.28 Previous address

When looking a little closer at the previous address of those who lived in their current home for less than 5 years, it is interesting to note the clear difference in Rossendale.

A much greater proportion have previously lived elsewhere in the UK and, likewise, a much smaller proportion previously resided in the same neighbourhood (similar finding to 2006). However, when looking at those who previously lived in the same neighbourhood, this is higher for residents in Burnley. In 2006, Hyndburn residents were more likely to have previously lived in the same neighbourhood.

Figure 10.32 Previous address location



Source: Living and Working in East Lancashire (Q24)

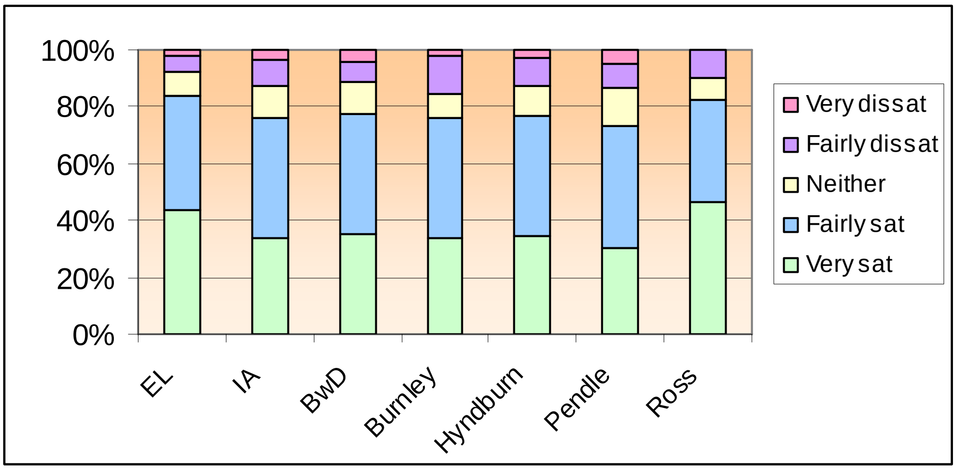
The main reasons for having moved include:

- A liking of the area (higher in Blackburn)
- To be closer to family and/or friends (higher in Blackburn)
- A change in/ new family situation (higher in Burnley)

11.29 Satisfaction with current property

76% of residents in the intervention area are satisfied with their property (compared to 84% in East Lancashire as a whole). Those in Pendle are less likely to be satisfied (74%) whilst those in Rossendale are more likely to be satisfied (82%).

Figure 10.33 Level of satisfaction with current property

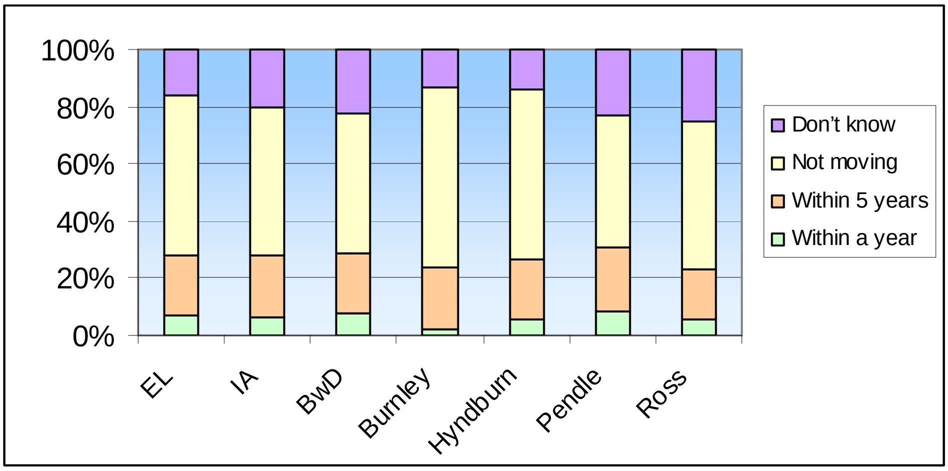


Source: Living and Working in East Lancashire (Q26)

11.30 Intention to move

Again, the intervention area responses are identical to those in East Lancashire, with 28% intending to move in the next 5 years (30% in the 2006 intervention area sample). This is higher for residents in Pendle (31%).

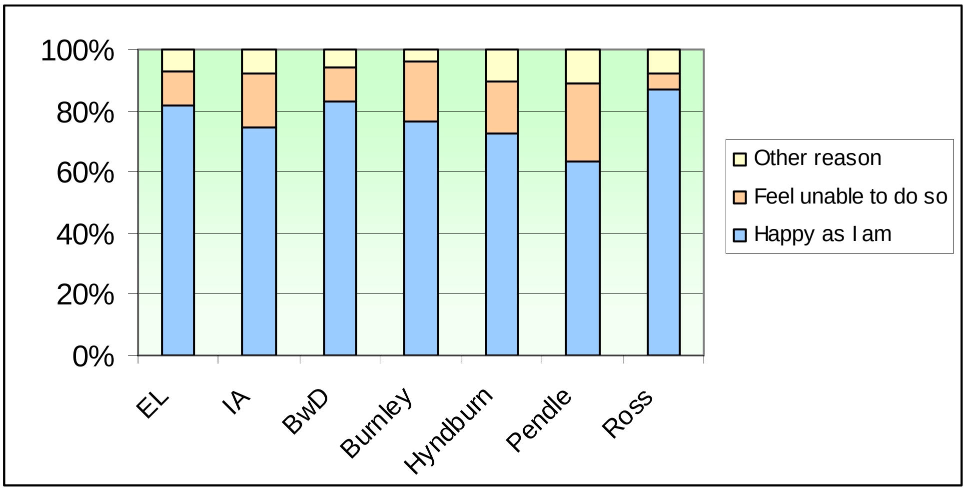
Figure 10.34 Anticipated property movement within the next 5 years



Source: Living and Working in East Lancashire (Q28)

Encouragingly, 75% of intervention area respondents who are not intending to move in the next 5 years are happy with where they are living (82% in East Lancashire and 70% in the 2006 intervention area sample). However, 17% would like to move but feel unable to do so (11% in East Lancashire and 16% in 2006). This is particularly true for residents living in Pendle, whereby 25% would like to move but feel unable to do so.

Figure 10.35 Reasons for not wanting to move



Source: Living and Working in East Lancashire (Q29)

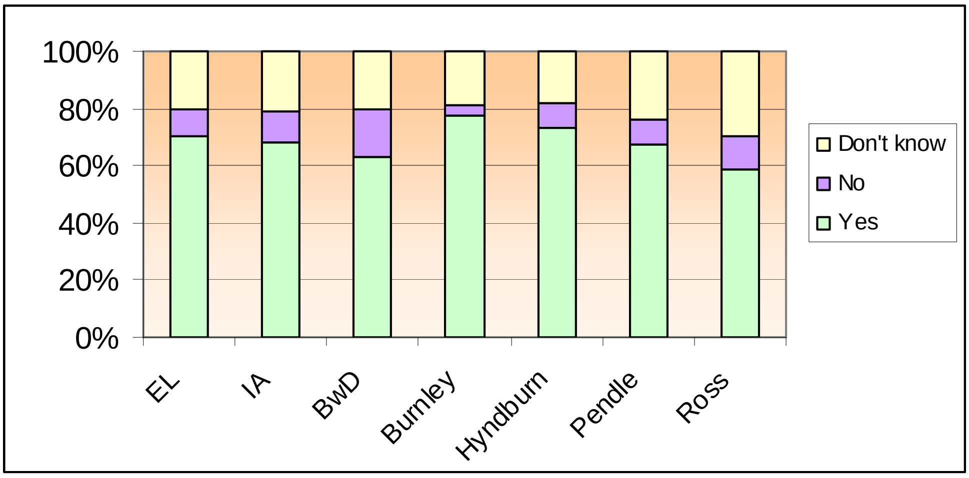
For those who are planning to move in the next 5 years, the main reasons for this are:

- A liking of the area (higher in Pendle)
- Needing more space (higher in Blackburn)
- Safety/ fear of crime (higher in Burnley)

11.31 Looking to the future

68% feel that they will still be living in East Lancashire in 5 years time (compared to 70% in East Lancashire as a whole and 60% in the 2006 intervention area sample). This is higher in Burnley at 78% and at its lowest in Rossendale at 59%.

Figure 10.36 Whether people will still be living in East Lancs in 5 years time

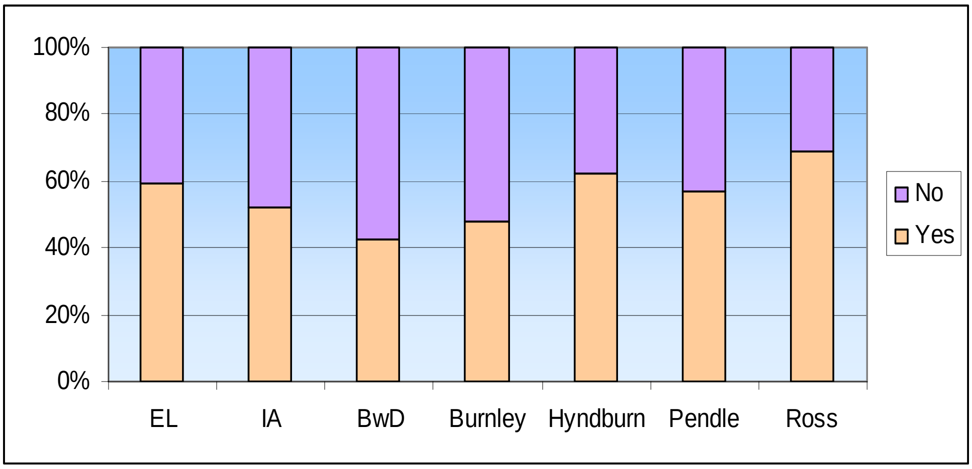


Source: Living and Working in East Lancashire (Q32)

11.32 Work in East Lancashire

Slightly fewer respondents within the intervention area are in either full time or part time employment (52% vs 59% for East Lancashire and 53% for the 2006 intervention area sample). Interestingly, given that Blackburn is the largest of all the East Lancashire districts, employment is at its lowest (43%).

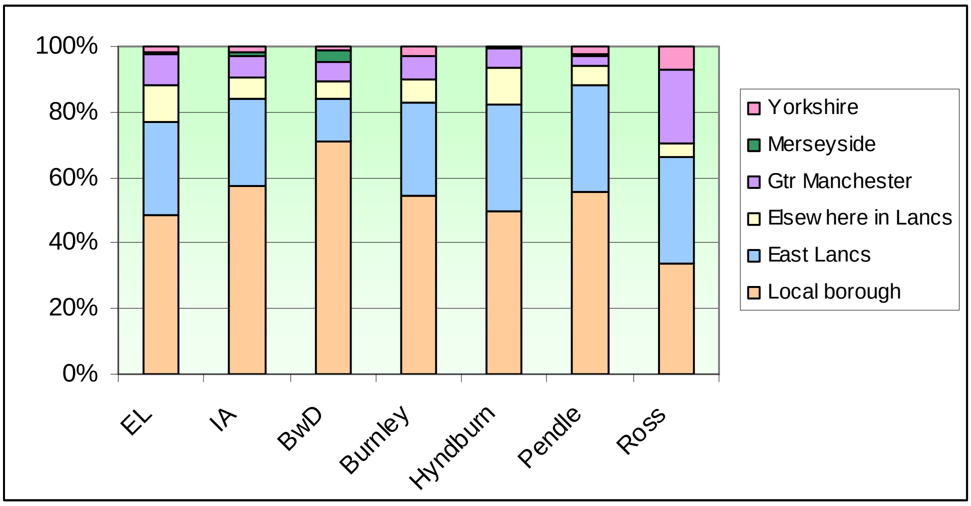
Figure 10.37 Whether currently in paid work



Source: Living and Working in East Lancashire (Q33)

A slightly higher number of intervention area residents work in East Lancashire compared to the East Lancashire average (84% vs 77%). This was the same finding back in 2006, although the gap appears to be widening (81% vs 78%). It is no surprise to see that a large proportion of residents in the Rossendale intervention area (23%) work in Greater Manchester. Perhaps less obvious is the finding that residents in Blackburn are more likely to work within their local borough (71%).

Figure 10.38 Workplace location

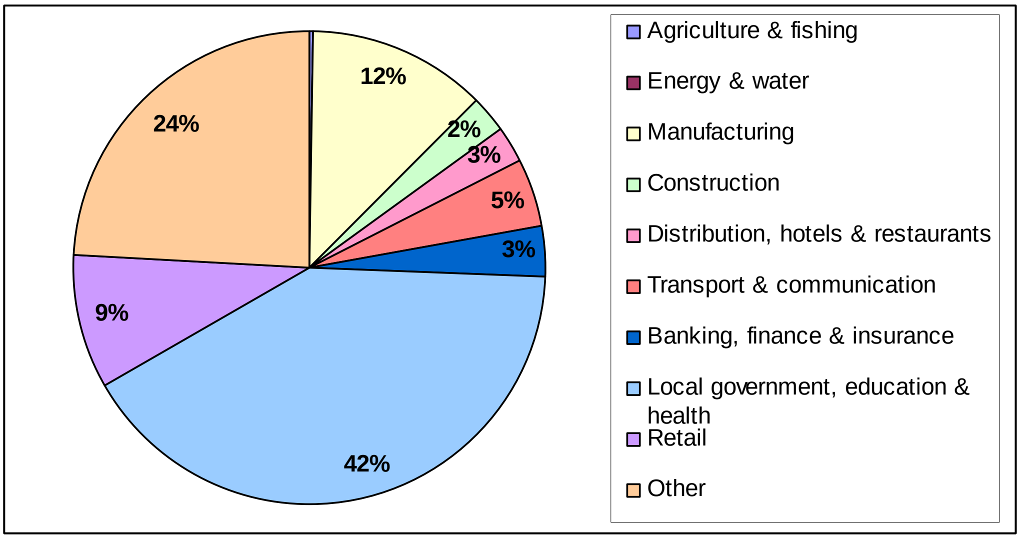


Source: Living and Working in East Lancashire (Q34)

11.33 Business activity

42% of intervention area respondents work in local government, compared to 39% for East Lancashire as a whole. Those living in Hyndburn and Pendle are more likely to work within this sector (49% and 47% respectively). Across all the other industry sectors, the comparison with East Lancashire is remarkably similar.

Figure 10.39 Business activity

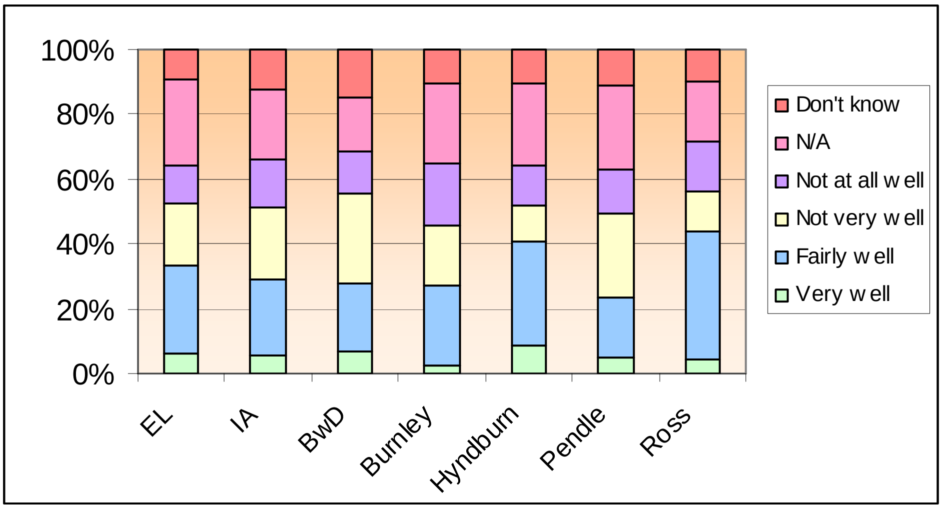


Source: Living and Working in East Lancashire (Q35)

11.34 Potential to develop

Slightly fewer intervention area respondents believe that they can develop their job prospects in East Lancashire (29% in the intervention area vs 33% in East Lancashire). This is at its lowest in Pendle (24%) and at its highest in Rossendale and Hyndburn (44% and 41% respectively).

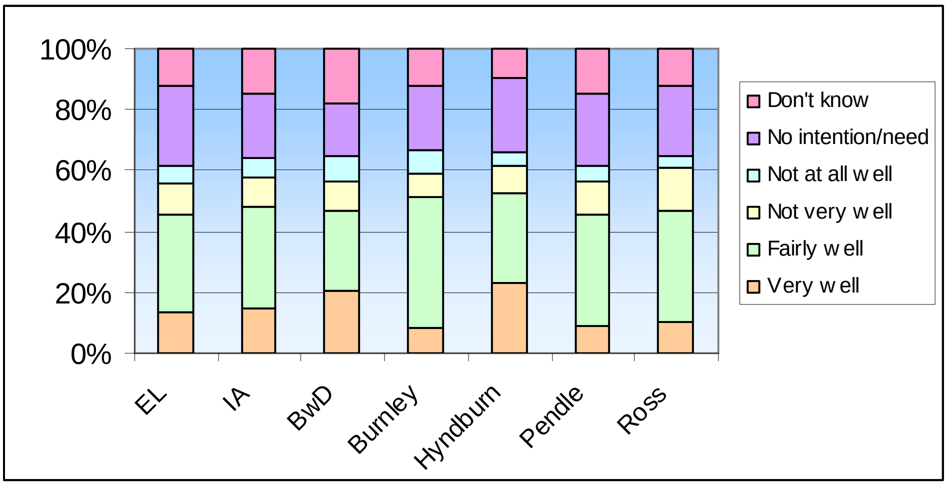
Figure 10.40 Potential to develop job prospects



Source: Living and Working in East Lancashire (Q36)

However, when looking at the potential to develop academic qualifications within East Lancashire, residents in the intervention area are more likely to agree than East Lancashire as a whole (48% in intervention area vs 46% in EL). Residents in Hyndburn feel that they have the greatest potential whilst those in Blackburn, Pendle and Rossendale are more reserved in their estimation.

Figure 10.41 Potential to develop academic qualifications

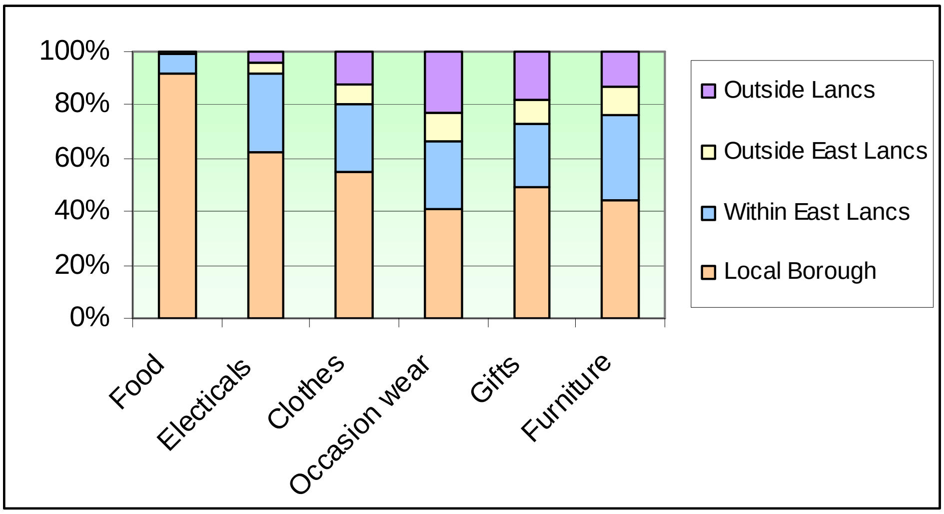


Source: Living and Working in East Lancashire (Q37)

11.35 Where residents do their shopping

Across all the shopping items in the figure 10.42 below, intervention area respondents are more likely to do their shopping within the local borough. This may be down to personal choice and preference. However, the fact that fewer have access to a motor vehicle (see figure 10.14 above) will to some extent limit their ability to shop further afield. Comparing this profile to 2006 and 2004, the pattern is very similar.

Figure 10.42 Where residents do their shopping



Source: Living and Working in East Lancashire (Q38)

11.36 Changes in spending

Looking in the changes in spending patterns as a result of the recent economic downturn, the picture is very similar to that found for East Lancashire as a whole (see figure 8.7 above):

- For 'nice to have items', expenditure has decreased considerably (i.e. luxury items, clothes, gifts, holidays)
- For 'essential' items, expenditure has remained fairly steady (i.e. essential items and food)
- For items with less control, spending is determined by market forces and national initiatives (i.e. utility bills)

Figure 10.43 Changes in spending activity

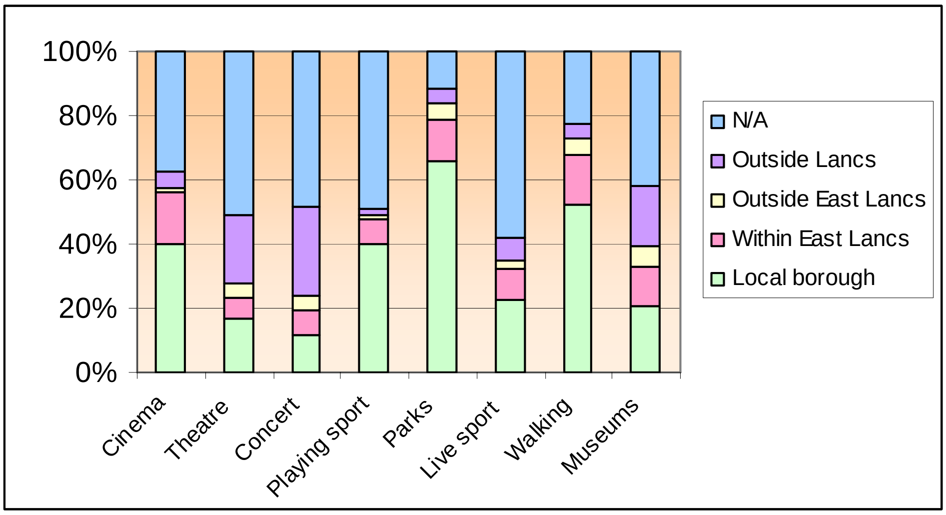
	Decreased	No change	Increased
Essential items	35%	51%	12%
Food	36%	49%	14%
Clothes	56%	32%	10%
Utility bills	21%	31%	46%
Housing repairs	26%	41%	17%
Luxury items	56%	19%	12%
Car	30%	31%	15%
Gifts	48%	33%	12%
Leisure activities	43%	32%	10%
Holidays	44%	27%	13%

Source: Living and Working in East Lancashire (Q39)

11.37 Location of leisure activities

Again, when looking at where residents in the intervention area undertake their leisure activities, the pattern is very similar to that of East Lancashire as a whole (see figure 8.8 above). One exception to this is that intervention area residents are more likely to undertake their leisure within the local borough, probably for the same reasons as to why they are more likely to undertake their shopping in the local borough.

Figure 10.44 Location of leisure activities



Source: Living and Working in East Lancashire (Q40)

11.38 Satisfaction with services

Looking at a number of publicly provided services, satisfaction on the whole is increasing. 7 of the 10 services below which can be compared to 2006 have seen an improvement since 2006. The three services which have not seen an improvement are hospital A&E services, secondary schools and housing advice services.

Figure 10.45 % satisfied with local public services

	2009 IA	2009 EL	2006 IA	Change
Waste collection	77%	80%	n/a	n/a
Waste recycling	75%	78%	n/a	n/a
Doctor/ GP services	76%	82%	72%	✓
Hospital A&E services	48%	52%	57%	✗
General hospital services	57%	59%	40%	✓
Dentist	60%	63%	44%	✓
Childminders and childcare clubs	47%	59%	41%	✓
Primary schools	79%	84%	61%	✓
Secondary schools	60%	65%	63%	✗
Sixth form/ colleges	64%	66%	49%	✓
Planning departments	34%	33%	n/a	n/a

Social services	48%	44%	n/a	n/a
Police	47%	51%	39%	✓
Housing advice services	40%	39%	56%	✗
Leisure facilities	52%	57%	n/a	n/a
Libraries	80%	80%	n/a	n/a

Source: Living and Working in East Lancashire (Q41)

11.39 Accessibility of services

In terms of accessibility of public services, progress since 2006 is fairly mixed. A large number of the services below have no real change whilst an equal number have seen satisfaction increase and decrease. One of the biggest improvements is that surrounding access to NHS dentists, a fall from 48% having difficulty in accessing to 35% (higher for those in Rossendale and Burnley).

Figure 10.46 Services regarded as difficult to access

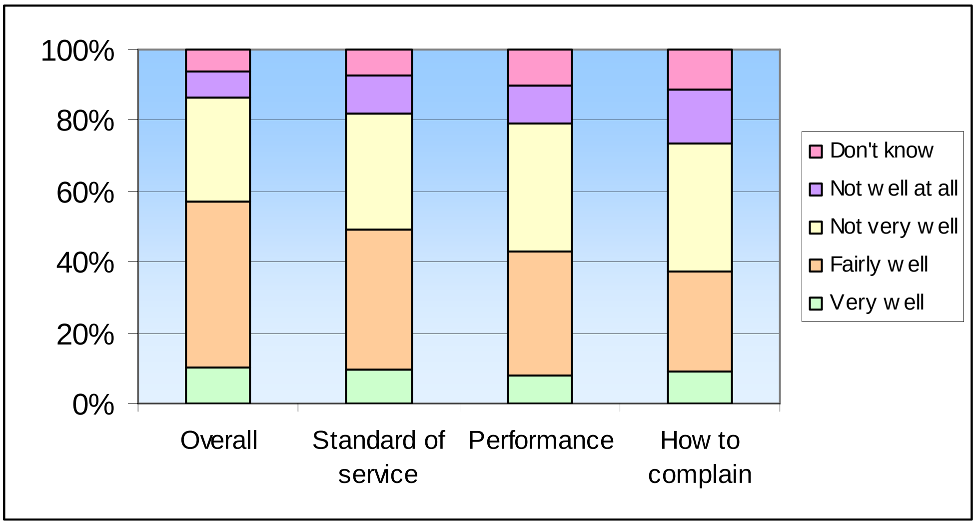
	2009 IA	2009 EL	2006 IA	Change
NHS Dentist	35%	34%	48%	✓
Doctor	10%	9%	13%	✓
Hospital	17%	14%	10%	✗
Police	11%	9%	17%	✓
Adult Education	9%	7%	5%	✗
Recycling facilities	8%	6%	7%	⇔
Bank/ PO/ Building Society	12%	9%	7%	✗
Local Council	6%	6%	7%	⇔
Library	3%	2%	1%	⇔
Specialist food retailers	4%	4%	4%	⇔
Cinema/ theatre	9%	9%	9%	⇔
None	32%	36%	33%	⇔

Source: Living and Working in East Lancashire (Q41)

11.40 Communication

Looking at whether residents in the intervention feel informed, the profile is very similar to that found for East Lancashire as a whole. If anything residents in the intervention area are slightly more informed. Overall level of feeling informed about local public services rests at 57% (higher in Hyndburn at 69%).

Figure 10.47 Extent to which people feel informed



Source: Living and Working in East Lancashire (Q43)