COMMUNITY VOICE

Planning, Transport, Housing and the Environment Survey 2009

Final Report

Craigforth

FEBRUARY 2010

CONTENTS

INDEX OF TABLES

INDEX OF FIGURES

Executive Summary

The PLATH Survey was issued to all 3000 Community Voice members in November 2009. The survey aimed to gather the views of Panel members on a number of different topics, including their neighbourhood and home, refuse and recycling services, accessing health services and management of radioactive waste.

A total of 1674 response were received representing a response rate of 56%.

Local Neighbourhood, Parks and Open Spaces

The vast majority of Panel members said they were at least satisfied with both their home (93%) and local area as a place to live (89%). Satisfaction with the local area was very similar to that reported in the Survey of English Housing in 2007/08 (87%).

More than 4 out of 5 members (83%) said it was either easy or very easy to reach their local park or open space without the use of transport, and most commonly members did so for relaxation (51%) or to spend time with their family (37%).

Satisfaction with local parks and open spaces was generally high among members. In particular, the overall quality, cleanliness and feeling safe and confident were rated positively (77%, 77% and 76% respectively). The main areas where members were dissatisfied were the availability of dog waste bins, level of lighting and availability of rubbish bins (41%, 31% and 31% respectively).

Keeping Your Streets Clean

The most commonly identified local problems were poorly maintained roads, dog fouling and cracked or damaged pavements (87%, 84% and 78% respectively).

Panel members were also asked about how they felt the Council performed in keeping the streets clean. Members rated the frequency of bin emptying and town centre cleansing most positively (48% and 47% respectively). However, road gully emptying and pavement cleansing were viewed less favourably, with 38% and 41% of members reporting this to be unsatisfactory.

Refuse Collection and Recycling

Overall, respondents were happy with the quality of the refuse collection and recycling services (88% and 80% respectively). Of particular note, satisfaction with the reliability and frequency of services were rated very positively (86% and 76%). By contrast, respondents were less complimentary about the removal of spillage and litter, the return of bins to the correct location or the availability of special assistance (32%, 18% and 16% poor or very poor respectively).

Housing

Over half of members (56%) were happy with the overall number of new homes being built in the area, however a similar proportion (54%) said they felt there were not enough affordable homes being built. Furthermore, the great majority (86%) believe that new housing developments should always include a proportion of affordable housing.

Two thirds of members felt that more new housing should only be sold to local people (66%), while more than 3 out of 5 respondents (62%) were against the proposal to permit more building on “Greenfield” sites.

Access to and Use of Health Services

Panel members were mostly positive in rating their general health, with slightly over three quarters describing it as good or very good (76%). This was a comparable result with that reported in the 2007 Health Survey for England (75%).

Respondents reported few problems in relation to accessing health services. Approximately one in 7 members reported experiencing a problem accessing health services due to either the distance (15%) or lack of available transport (14%). In both cases, problems were mainly experienced occasionally rather than often. Similarly, the majority of members reported no problems related to their local pharmacy. Of those identified, a lack of parking and the lack of a private consultation area were most common (39% and 30% respectively), however these were predominantly viewed as a minor concern.

Money

Few panel members have ever borrowed money from a registered doorstep lending company (4%) and even fewer have borrowed from an unregistered lender (1%).

When asked about Credit Unions, over a quarter of Panel members (28%) said they were to some extent informed about the services they provided, however only slightly over a fifth said they would be interested in becoming a member of one (22%).

Energy Bills

Approximately one third of respondents (32%) agreed to some extent that they find it difficult to pay for their home energy bills each month. However, the great majority (78%) indicated that they had at least some knowledge of how they could reduce the size of their bills.

Managing Radioactive Waste Safely

The final part of the survey asked respondents about the process of managing radioactive waste. Firstly, when asked about awareness and interest in this process, slightly over half of respondents said they were aware the process had been ongoing (53%) and the great majority (83%) said they were to some extent interested in the issue.

Respondents were then asked which statement was closest to matching their current opinion on the topic. Panel members most commonly said they were unsure of what the best solution was however they felt the Councils should continue in talks with the Government while retaining the right to withdraw from these talks at any time (39%). Slightly under one quarter of members said they were opposed to any more waste being stored in the area but would leave the waste already stored where it was (24%), whereas approximately one in 7 said they thought the development of a disposal facility would be a positive step for the area (15%).

However, contrary to the popular opinion that the Councils should continue in talks with the Government, almost three quarters of members said they were not confident the Councils would be able to withdraw from these talks at any point (73%). Furthermore, two thirds of members were not confident the Councils would take the views of local people into consideration (66%) whereas slightly under a half were unconvinced the Councils would keep local residents fully informed (48%).

Other Comments

Panel members were given the opportunity to make further comment on any of the issues raised throughout the survey and slightly under one if 5 (18%) respondents took the opportunity to do so. Points raised covered a wide range of topics, in particular the issue of radioactive waste management. Issues discussed here included concerns about the extent to which the community would be involved in the process, the need for further consultation and discussion, a desire to see current stores remain as they are and general safety concerns.

Also commonly discussed were issues related to keeping the streets clean, in particular the condition of roads and pavements; issues related to housing, including restrictions on second or holiday homes and availability of car parking; and issues related to parks and open spaces, including doing more to tackle anti-social behaviour and providing more resources for maintaining these areas.

1. INTRODUCTION

Background and Objectives

1.1. Community Voice - the Citizens' Panel for Cumbria - has been operated since 1999 on behalf of the Citizens' Panel Partnership. The Partnership includes Cumbria County Council, Cumbria Constabulary, Cumbria NHS and each of the six District Councils - Allerdale, Barrow, Carlisle, Copeland, Eden and South Lakeland. A number of consultation exercises have been conducted with the Panel over this period, varying in both topic area and method although postal and online surveys have been the primary approach.

1.2. Craigforth was recently appointed to manage the Panel on behalf of the Partnership. The first task was to refresh the Panel membership to maximise representativeness, boost survey response and address natural loss of Panel members over time. The Panel now has 3000 members, consisting primarily of new members recruited in autumn 2009 but also a number of existing members recruited during 2007 and 2008.

Survey Methodology and Response

1.3. Craigforth undertook the survey on behalf of the Partnership, with fieldwork carried out between November 2009 and mid January 2010. The survey sought to gather views of Panel members on a fairly disparate range of topics to help prioritise future policy and service development. Topics covered were:

- Parks and open spaces
- Keeping areas looking clean and tidy
- Refuse collection and recycling
- Views on new housing development
- Using pharmacies for advice
- Money lending and energy bills
- Managing radioactive waste

1.4. A postal self-completion survey form was issued to all 3000 Panel members in November 2009, and a reminder issues in December 2009. By survey close in mid January 2010 a total of 1674 responses had been received, representing a 56% response rate.[1]

1.5. Although a stronger response than has been achieved in previous Community Voice surveys, this remains somewhat lower than the 60-70% response that Craigforth have achieved in other Citizens' Panel surveys. The timing of the survey close to the Christmas holiday period may have had a negative impact on response, and it is also notable that response was significantly lower for existing members than for new recruits (72% response for new recruits, 40% for existing members).

1.6. Nevertheless the survey response is sufficient to support robust survey analysis. Confidence intervals are the standard means of expressing the extent to which we can be sure that survey results are representative, and we present these in the Table below.

[1] It should be noted that this includes a small number of "null" or non-analysable responses - survey findings are based on 1661 analysable responses.

Table 1: Survey confidence intervals

Area	Number of responses	Confidence interval[2]
CUMBRIA	**1661**	+/- 2.4%
Allerdale	286	+/- 5.8%
Barrow	265	+/- 6.0%
Carlisle	264	+/- 6.0%
Copeland	245	+/- 6.3%
Eden	300	+/- 5.7%
South Lakeland	296	+/- 5.7%
Unknown	5	-

1.7. A profile of survey respondents is provided at Table 2 below.

Table 2: Profile of survey respondents (unweighted)

	Number	%
LOCATION		
Allerdale	286	17%
Barrow	265	16%
Carlisle	264	16%
Copeland	245	15%
Eden	300	18%
South Lakeland	296	18%
Unknown	5	0.3%
BASE	1661	100%
GENDER		
Female	871	52%
Male	761	46%
Unknown	29	2%
BASE	1661	100%
AGE		
Under 25	30	2%
25 - 49	505	30%
50 - 59	353	21%
60 - 74	605	36%
75+	156	9%
Unknown	12	1%
BASE	1661	100%
EMPLOYMENT STATUS		
Full-time paid employment	516	31%

[2] This is the maximum 95% confidence interval for survey results, and is the standard way of expressing the accuracy or representativeness of survey results. As an example the overall confidence interval of +/-2.4% means that if 50% of all respondents are satisfied with their home as a place to live, we can be 95% confident that the true value lies between 47.6% and 52.4%.

Part-time paid employment	194	12%
Self employed	102	6%
Government sponsored training scheme	-	-
Unemployed	29	2%
Retired	642	39%
Student	14	1%
Not working due to ill health or disability	69	4%
Looking after home and family	49	3%
Voluntary unpaid work	18	1%
Unknown	28	2%
BASE	1661	100%
DISABILITY		
1+ disabilities	330	20%
No disabilities	1326	80%
Unknown	5	0.3%
BASE	1661	100%
ETHNICITY		
White - British	1610	97%
White - Irish	5	0%
White - Other white	17	1%
Mixed ethnic group	3	0%
Asian or Asian British	3	0%
Black or Black British	1	0%
Chinese or other ethnic group	3	0%
Unknown	19	1%
BASE	1661	100%

Analysis and Reporting

1.8. Survey responses were verified and weighted prior to analysis, in order to address any response error and to minimise any imbalance in the profile of responses. Survey respondents were weighted to the wider Cumbria population on the basis of age, housing tenure and geographical location to ensure that results are representative of the wider Cumbria population.

1.9. In this report we have focused on frequency results for each of the questions asked in the survey. More detailed crosstab analysis was conducted for each of the six District Council areas and for key respondent groups such as age and gender. We highlight significant variations between these groups in this report, and also provide under separate cover a series of technical reports providing full survey results for each District Council area.

1.10. We round percentages up or down to the nearest whole number; for some questions this means that percentages may not sum to 100%. It should also be noted that respondents may not have answered all parts of the survey and the “base” for each question varies as a result of non-response.

2. Local Neighbourhood, Parks And Open Spaces

2.1. First we consider survey responses in relation to Panel member views on their home and neighbourhood, and also a range of issues relating to parks and open spaces in their local area.

Local Neighbourhood

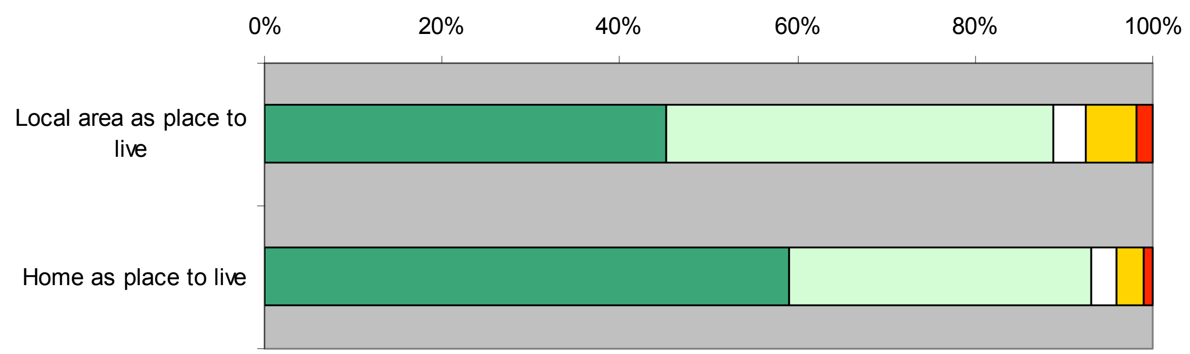
2.2. As figure 1 below indicates, the great majority of respondents are satisfied with both their home and local neighbourhood as a place to live. More than 9 in 10 respondents were very or fairly satisfied with their home as a place to live (93%), including well over half (59%) who were “very satisfied” with their home. Overall satisfaction levels were similar in relation to local area as a place to live (89%), although respondents were less likely to be “very satisfied” with their local area (45%) than with their home. There was little dissatisfaction in relation to either respondents’ home (4%) or local area (7%).

2.3. Respondent satisfaction with their local area was similar to findings reported in the Cumbria Place Survey (2008). In this report 84% of respondents nationally indicated that they were very or fairly satisfied with their local area, only -4% below the figure reported through the current survey.

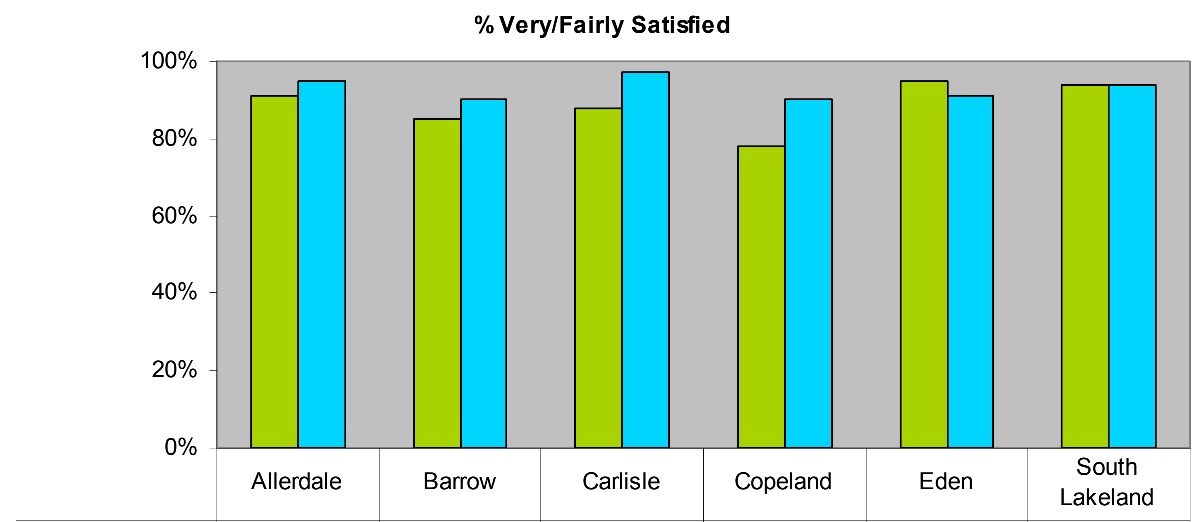
2.4. There was no significant variation across the six District Council areas in terms of satisfaction with the home, and only limited variation in satisfaction with local area:

- Eden respondents tended to be more satisfied than others with their local area as a place to live (95%), while satisfaction with local area was lowest in the Copeland area (78%).

Figure 1: Satisfaction with neighbourhood and home



	Home as place to live	Local area as place to live
Very dissatisfied	1%	2%
Fairly dissatisfied	3%	6%
Neither/ Nor	3%	4%
Fairly satisfied	34%	44%
Very satisfied	59%	45%



	Allerdale	Barrow	Carlisle	Copeland	Eden	South Lakeland
Your local area	91%	85%	88%	78%	95%	94%
Your home	95%	90%	97%	90%	91%	94%

Local Parks And Open Spaces

2.5. Questions on local parks and open spaces focused on Panel members' use of parks and open spaces, satisfaction with aspects of park upkeep and suggestions for improving local parks and open spaces.

2.6. Firstly respondents were asked how easy or difficult it was for them to get to their nearest park or open space without the use of a car or public transport (Table 3). A sizeable majority of respondents felt that it was relatively easy for them to get to their local park or open space (83%), and indeed most respondents indicated that this was "very easy" (58%). This rose to 89% of respondents in the Carlisle and South Lakeland areas who found it easy to access parks and open spaces.

2.7. A relatively small proportion of respondents reported that they found it difficult to access a local park or open space without the use of transport (13%). These responses may reflect mobility difficulties, although there was some area variation in the proportion of respondents reporting difficulties accessing parks and open spaces (highest in Allerdale at 18%) suggesting that distance required to travel is also a factor in these difficulties.

Table 3: Ease of accessing local park or open space

	n	%
Very easy	941	58%
Fairly easy	413	25%
Neither/ Nor	65	4%
Fairly difficult	117	7%
Very difficult	90	6%
BASE	1626	

2.8. The survey also looked at the frequency with which Panel members use parks and open spaces, the type of spaces used most often, and reasons for use of parks and open spaces. Findings are summarised in Table 4 over the page.

2.9. Use of parks and open spaces appears to be relatively frequent amongst Panel members. Most respondents used local parks or open spaces at least once a month (58%). This included a sizeable proportion (39%) who used parks and open spaces at least once a week, and 17% who did so every day. Nevertheless there remained a substantial proportion of respondents who stated that they only used a local park or open space every few months or less (42%), and 1 in 10 never used parks or open spaces (11%).

2.10. Open countryside was the type of open space most frequently used by Panel members - 50% of respondents indicated this. A substantial proportion of respondents indicated other types of open spaces, most commonly large public parks (32%) and children's playgrounds (23%). The types of open spaces used by respondents varied somewhat reflecting differences in the profile of the six District Council areas. Whereas Carlisle respondents were more likely to visit large public parks (and less likely to use open countryside), those in Eden and South Lakeland were more likely to use open countryside (and less likely to use public parks).

2.11. Reflecting the types of open spaces most frequently used by Panel members, relaxation (51%) and spending time with children and family (37%) were the most common reasons for visiting open spaces. Parks and open spaces were also popular with respondents for exercising dogs (28%) or participating in sport or exercise (23%).

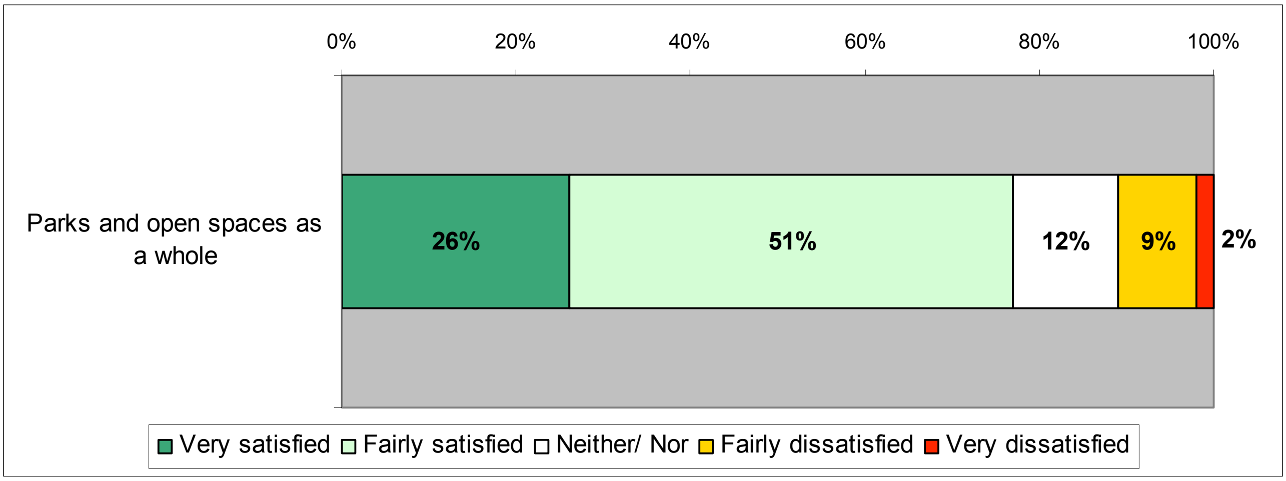
Table 4: Profile of use of parks and open space

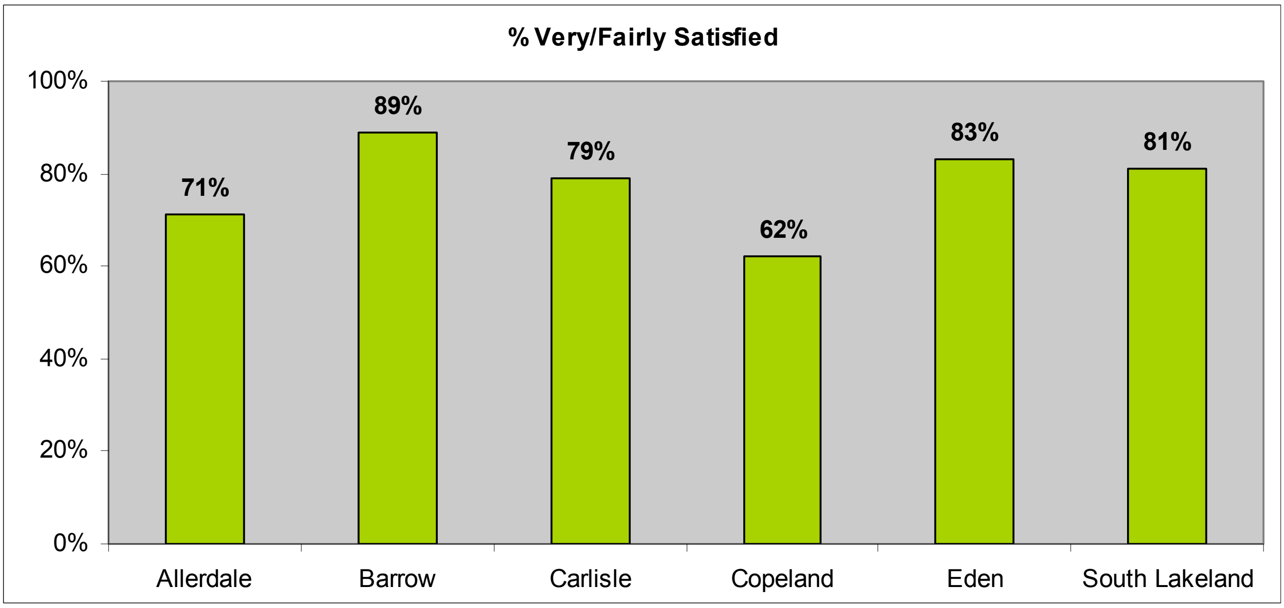
	n	%
Frequency of visits to parks/open spaces		
Most days	269	17%
At least once a week	354	22%
At least once a month	309	19%
Every few months	283	17%
Less than that	233	14%
Never	177	11%
BASE	1625	
Type of space visited		
Open countryside	791	50%
Large public park	504	32%
Children's playground	364	23%
Village green or common land	277	18%
Playing field or school field	212	13%
Other	233	15%
BASE	1575	
Reasons for visits		
Relaxation	789	51%
Spend time with family/children	565	37%
Exercise dog(s)	436	28%
Participate in sport/exercise	356	23%
Watch sports	112	7%
Other	167	11%
BASE	1537	

2.12. The survey then went on to ask Panel members about how satisfied or dissatisfied they were with a number of aspects relating to the local park or open space which the visit most frequently. Findings are presented in Figure 2 below.

2.13. Overall satisfaction with parks and open spaces was relatively strong, with more than 3 in 4 respondents indicating that they were very or fairly satisfied with the quality of parks and open spaces in their local area (77%). This included a quarter of respondents (26%) who were 'very satisfied'. There remained some dissatisfaction (11% of respondents), although a very small proportion were "very dissatisfied" (2%).

Figure 2: Satisfaction with local parks and open spaces





2.14. Satisfaction levels were also high in relation to most specific aspects of local parks and open spaces. In relation to all but three elements, more than half of respondents stated that they were very or fairly satisfied with their local parks and open spaces. Nevertheless some significant variation was evident, and satisfaction was particularly high for the following aspects of parks and open spaces:

- Cleanliness (77%);
- Feeling safe and confident (76%);
- Behaviour of adults (74%);
- Grass cutting (73%); and
- Health and safety hazards (70%).

2.15. In contrast satisfaction tended to be lower in relation to certain amenities provided within parks and open spaces; dissatisfaction was highest in relation to dog waste bins (41% dissatisfied), lighting (31%) and rubbish bins (31%). A relatively substantial proportion of respondents also indicated dissatisfaction with levels of anti-social behaviour in parks and open spaces (27%) and the behaviour of young people (25%).

2.16. A number of significant differences in the profile of satisfaction with parks and open spaces was identified across the 6 District Council areas:

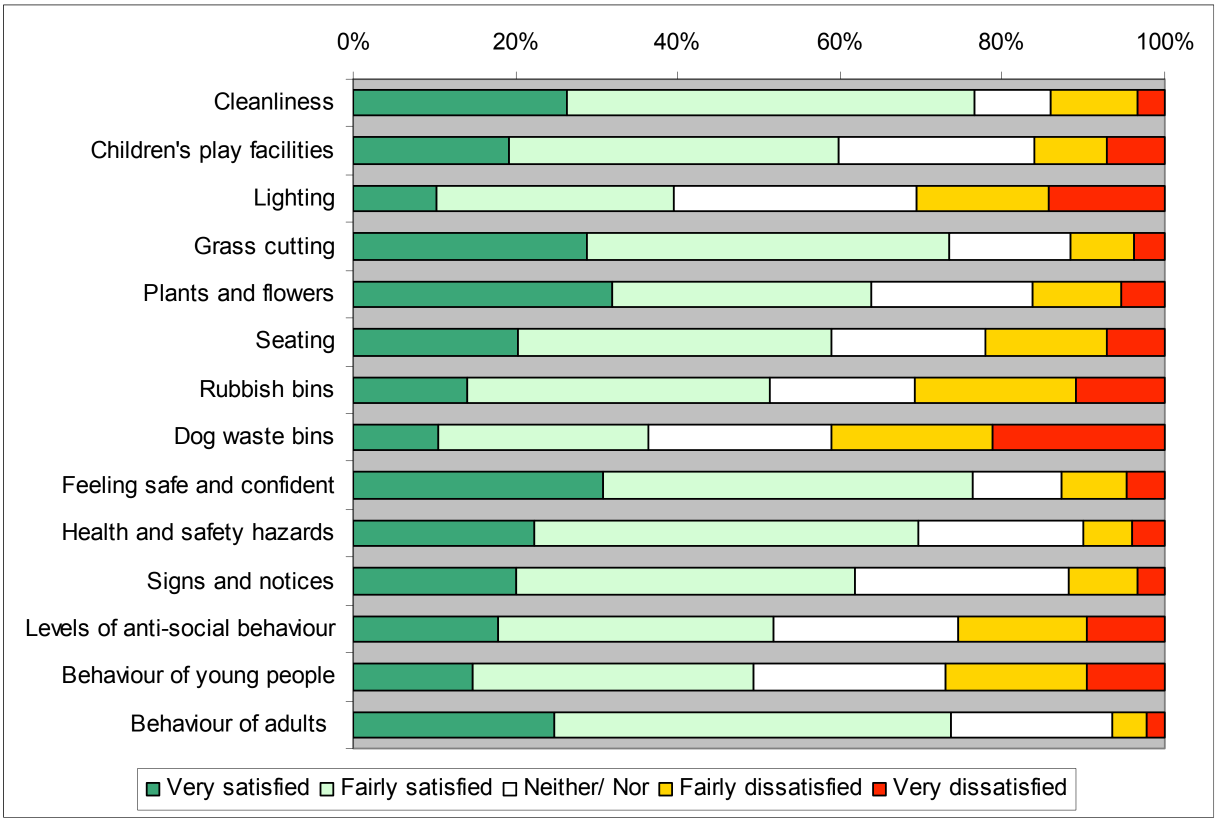
- Overall satisfaction with parks and local spaces was highest among Barrow members (89%) and noticeably lower among respondents from Copeland (62%).

- Copeland respondents were most likely to identify issues relating to the behaviour of young people in parks and open spaces (34% dissatisfied), levels of anti-social behaviour (31%), and lighting (31%).

- Respondents in the Allerdale area also raised issues in relation to the quality of lighting in parks and open spaces (33% dissatisfied).

- Carlisle respondents reported relatively high levels of dissatisfaction with the provision of dog waste bins (41% dissatisfied) and feeling safe and confident in parks and open spaces (23%).

Figure 3: Satisfaction with aspects of local parks or open spaces



% Very/Fairly Satisfied with…						
	Allerdale	**Barrow**	**Carlisle**	**Copeland**	**Eden**	**South Lakeland**
Cleanliness	76%	83%	73%	69%	85%	77%
Children's play facilities	68%	72%	53%	51%	60%	56%
Lighting	33%	55%	36%	33%	40%	42%
Grass cutting	71%	76%	76%	69%	77%	74%
Plants and flowers	66%	80%	62%	50%	62%	63%
Seating	62%	70%	55%	51%	59%	56%
Rubbish bins	47%	67%	44%	43%	59%	53%
Dog waste bins	37%	48%	26%	31%	50%	36%
Safe and confident	70%	79%	64%	77%	87%	88%
Health and safety hazards	73%	79%	60%	60%	77%	73%
Signs and notices	56%	67%	55%	55%	70%	71%
Anti-social behaviour	44%	53%	52%	39%	66%	59%
Behaviour of young people	49%	49%	48%	32%	65%	56%
Behaviour of adults	73%	76%	76%	59%	80%	76%

Note:	Significantly above Cumbria average	Significantly below Cumbria average

2.17. Finally in relation to parks and open spaces, respondents were able to identify a single action to improve the parks and open spaces in their local area. A substantial proportion of respondents made suggestions here (70%), suggesting that this is an area where that Panel members have fairly clear and strong views.

2.18. The most common suggestions from respondents here were:

- Improved playground facilities for children;
- Improve lighting; and
- Improved general maintenance.

2.19. In addition the following specific suggestions were mentioned by a relatively large number of respondents:

- Additional seating within parks and open spaces;
- Use of a Park Warden;
- More litter bins in parks and open spaces;
- More dog waste bins; and
- Better monitoring of anti-social behaviour.

2.20. The following suggestions were seen as particularly significant for some respondents, although a smaller proportion than for suggestions listed above:

- Improved disable access;
- Plant more flowers;
- Improved toilet facilities; and
- Provide more activities.

3. KEEPING YOUR STREETS CLEAN

3.1. Next the survey asked a series of questions around maintaining cleanliness of the local streets. This included asking Panel members to identify the relative significance of a range of cleanliness issues in their local area, views on potential actions to tackle litter dropping, and about how respondents viewed the council's performance in related areas.

Cleanliness Issues in Local Area

3.2. Firstly Panel members were asked to rank the relative significance of a range of potential issues in relation to street cleanliness in their local area. Panel members were given a list of 16 different issues and asked to rate each as a major problem, minor problem or not a problem at all.

3.3. Two issues emerged as significantly more of a problem for respondents' local areas, and these were dog fouling and poorly maintained roads. More than 4 in 5 respondents rated each of these as problems in their local area (87% dog fouling and 84% roads), including nearly half who saw these as a "major problem" locally (43% and 48% respectively).

3.4. A range of other issues were ranked as significant problems in respondents' local areas, although these were less likely to be identified as "major" problems:

- Cracked or damaged pavements (78% saw this as a problem);
- General little or rubbish on the streets (73%);
- Litter specifically from take-aways (72%);
- Alcohol related mess (66%); and
- Chewing gum (65%).

3.5. Most other issues listed at Table 5 were seen as problems by a substantial proportion of respondents, although relatively few identified these as "major" problems. However two specific issues were seen as problems by a much smaller number of respondents; abandoned motor vehicles (18% see this as a problem) and fly-posters (28%).

3.6. Some significant variation was evident across the six District Councils, with Copeland respondents in particular more likely to identify issues as problems than those in other areas:

- Respondents from Copeland were significantly more likely than others to see buildings in poor condition (73%), general litter and rubbish on the streets (85%), fly-tipping (74%), criminal damage (67%), graffiti (56%) and abandoned motor vehicles (29%) as problems.

- Members from Eden were significantly less likely than others to report dog fouling as a problem (73%).

Table 5: Problems related to street cleanliness

	Major Problem	Minor Problem	Not a Problem	Rank
Dog fouling	43%	44%	13%	**1**
Poorly maintained roads	48%	36%	16%	**2**
Cracked or damaged pavements	30%	48%	22%	**3**
General litter and rubbish on the streets	28%	45%	27%	**4**
Litter specifically from take-aways	29%	43%	28%	**5**
Alcohol related mess (e.g. vomit, urine, bottles and cans etc)	21%	45%	34%	**6**
Chewing gum	24%	41%	35%	**7**
Fly-tipping	18%	41%	41%	**8**
Criminal damage (example: damaged telephone boxes)	11%	44%	46%	**9**
Buildings in poor condition	15%	40%	45%	**10**
Poorly maintained grass verges	12%	40%	48%	**11**
Street furniture (benches, lampposts, signs etc) in poor condition	8%	40%	53%	**12**
Graffiti	6%	42%	52%	**13**
Boarded up/empty buildings	16%	30%	54%	**14**
Fly-posters	2%	26%	72%	**15**
Abandoned motor vehicles	2%	16%	82%	**16**

% rating as Major Problem…						
	Allerdale	**Barrow**	**Carlisle**	**Copeland**	**Eden**	**South Lakeland**
Dog fouling	51%	50%	34%	55%	27%	38%
Poorly maintained roads	42%	43%	39%	63%	49%	55%
Cracked or damaged pavements	20%	46%	28%	44%	25%	26%
General litter and rubbish on the streets	17%	39%	32%	41%	21%	20%
Litter specifically from take-aways	34%	27%	28%	45%	28%	18%
Alcohol related mess	24%	19%	23%	28%	20%	14%
Chewing gum	28%	24%	19%	42%	18%	16%
Fly-tipping	29%	16%	18%	21%	13%	9%
Criminal damage	9%	16%	11%	13%	6%	9%
Buildings in poor condition	21%	15%	8%	31%	12%	6%
Poorly maintained grass verges	13%	15%	7%	18%	11%	10%
Street furniture in poor condition	4%	15%	5%	10%	7%	6%
Graffiti	5%	8%	6%	8%	4%	3%
Boarded up/empty buildings	22%	18%	8%	33%	13%	8%
Fly-posters	2%	5%	1%	2%	3%	3%
Abandoned motor vehicles	2%	6%	2%	2%	1%	-
Note:	Significantly more likely than Cumbria average			Significantly less likely than Cumbria average		

Taking Action Against Litter Dropping

3.7. In addition to views on cleanliness issues in local areas, the survey also asked for Panel member views on a range of potential actions that the Council could take to address litter dropping. Views are summarised in Table 6 below.

3.8. The overwhelming majority of respondents were in agreement that local Councils should take action against private owners of land that becomes unsightly due to rubbish and litter. As many as 91% agree with this proposal, including well over half who “strongly agree” (57%). Fewer than 1 in 20 respondents did not agree with this action (3%).

3.9. There was similarly widespread agreement that Councils should do more to penalise people who drop litters or do not clean up after their dogs. More than 9 in 10 respondents agreed with this (94%), including 2 in 3 who “strongly agreed” (66%). Only 2% of respondents disagreed with this potential action.

3.10. Finally respondents were asked about the level of fine that should be imposed for dropping litter, and responses suggest that views are somewhat divided. Most respondents indicated that the fine should not be more than £50; a total of 53% indicated this including 24% who felt the fine should be set at less than £50. Nevertheless there remained as many as 40% of respondents who would like to see a fine of at least £80, including 27% who felt that fines should be more than £80.

Table 6: Views on potential actions to tackle litter dropping

	n	%
Take action against private landowners where unsightly litter accumulation		
Strongly agree	906	57%
Agree	535	34%
Neither/ Nor	109	7%
Disagree	36	2%
Strongly disagree	9	1%
BASE	1595	
Councils do more to penalise litter dropping and dog fouling		
Strongly agree	1071	66%
Agree	460	28%
Neither/ Nor	55	3%
Disagree	25	2%
Strongly disagree	5	0%
BASE	1616	
Level of fine for litter dropping		
Less than £50	318	24%
£50	379	29%
£65	85	7%
£80	174	13%
More than £80	358	27%
BASE	1314	

Rating of Council Cleansing Services

3.11. Finally in relation to cleanliness, Panel members were asked to rate Council's performance in relation to a number of specific Service activities (Figure 4).

3.12. Views were relatively positive here, although relatively few respondents gave "excellent" ratings for any of the listed activities. Ratings were strongest in relation to town centre cleansing and frequency of bin emptying; around half of respondents rated Councils as good or excellent here (48% for each activity). Nevertheless, there remained around 1 in 6 respondents who rated these activities as poor (17% for bin emptying and 16% for town centre cleansing).

3.13. Road gully emptying and pavement cleansing received the poorest ratings from respondents. Only a little over 1 in 4 respondents felt that Councils' performance here was good or excellent (26% for road gully emptying and 29% for pavement cleansing). In contrast as many as 38% of respondents felt that road gully emptying was poor, and 31% gave similarly poor ratings for pavement cleansing.

3.14. Questions here sought respondents' views on some services provided locally by District Councils, and a number of significant variations emerged across the six areas:

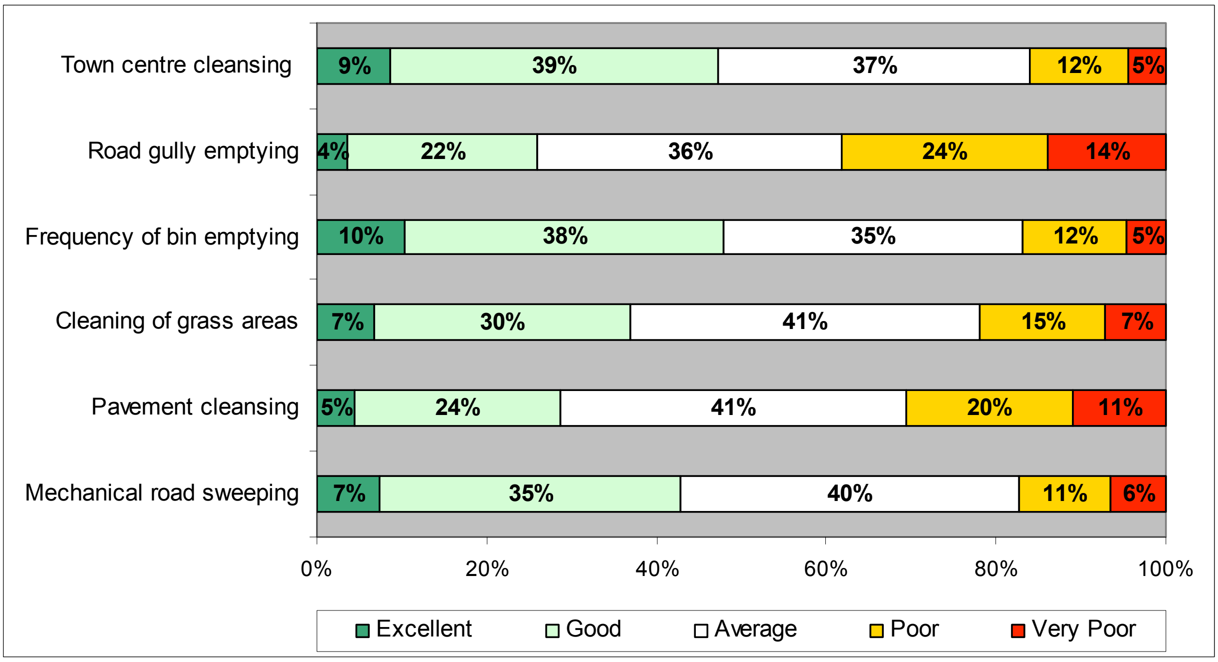
- Road sweeping and pavement cleansing was rated particularly highly by Allerdale respondents.

- Carlisle respondents were more positive than others in relation to cleaning of grass areas and town centre cleansing.

- Respondents in Barrow were most likely to rate the frequency of litter bin emptying as good or excellent.

- Copeland respondents tended to be least positive about these Council activities, and particularly in relation to cleaning of grass areas, town centre cleansing and frequency of litter bin emptying.

Figure 4: Satisfaction with Council performance on cleansing



% Excellent/Good…						
	Allerdale	**Barrow**	**Carlisle**	**Copeland**	**Eden**	**South Lakeland**
Mechanical road sweeping	51%	47%	44%	35%	41%	36%
Pavement cleansing	36%	27%	34%	18%	29%	26%
Cleaning of grass areas	39%	41%	47%	22%	35%	34%
Frequency of litter bin emptying	54%	55%	47%	34%	40%	52%
Road gully emptying	29%	29%	28%	19%	27%	23%
Town centre cleansing	49%	37%	65%	26%	40%	51%
Note:	Significantly above Cumbria average			Significantly below Cumbria average		

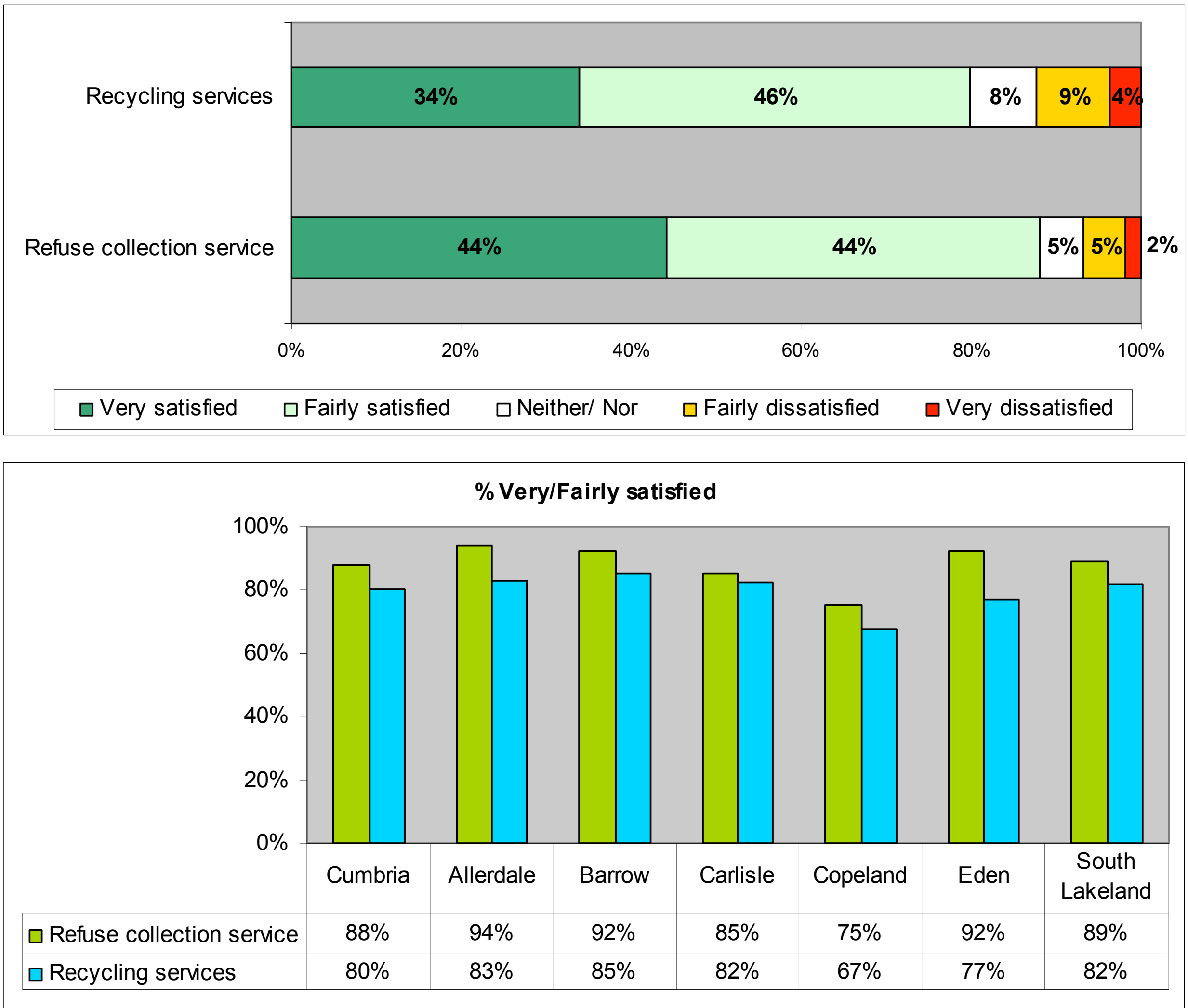
4. Refuse Collection And Recycling

4.1. Next the survey asked for Panel members' views on a range of Council activities in relation to refuse collection and recycling. This included overall satisfaction with refuse collection and recycling services (Figure 5), and rating of a range of specific aspects of these services (Figure 6).

4.2. Overall satisfaction with recycling services, and particularly refuse collection services was high. Nearly 9 in 10 respondents indicated that they were satisfied with refuse collection services (88%), including 44% who were "very satisfied". Satisfaction levels were slightly lower for recycling services, but remain high at 80% overall and 34% "very satisfied". Levels of dissatisfaction were relatively low, at just over 1 in 10 respondents in relation to recycling services (12%) and a little over 1 in 20 for refuse collection (7%).

4.3. Overall satisfaction with recycling services was found to highest among Barrow members (85%), while Allerdale members were most satisfied with refuse collection services (94%). However, members from Copeland reported noticeably lower levels of satisfaction with both recycling and refuse collection services (67% and 75% respectively).

Figure 5: Satisfaction with refuse and recycling services



4.4. Views were also positive in relation to most aspects of refuse collection and recycling services. Reliability and frequency of refuse collection emerged as the areas rated most highly by respondents, with more than 3 in 4 respondents describing these areas as good or excellent (86% for reliability and 76% for frequency).

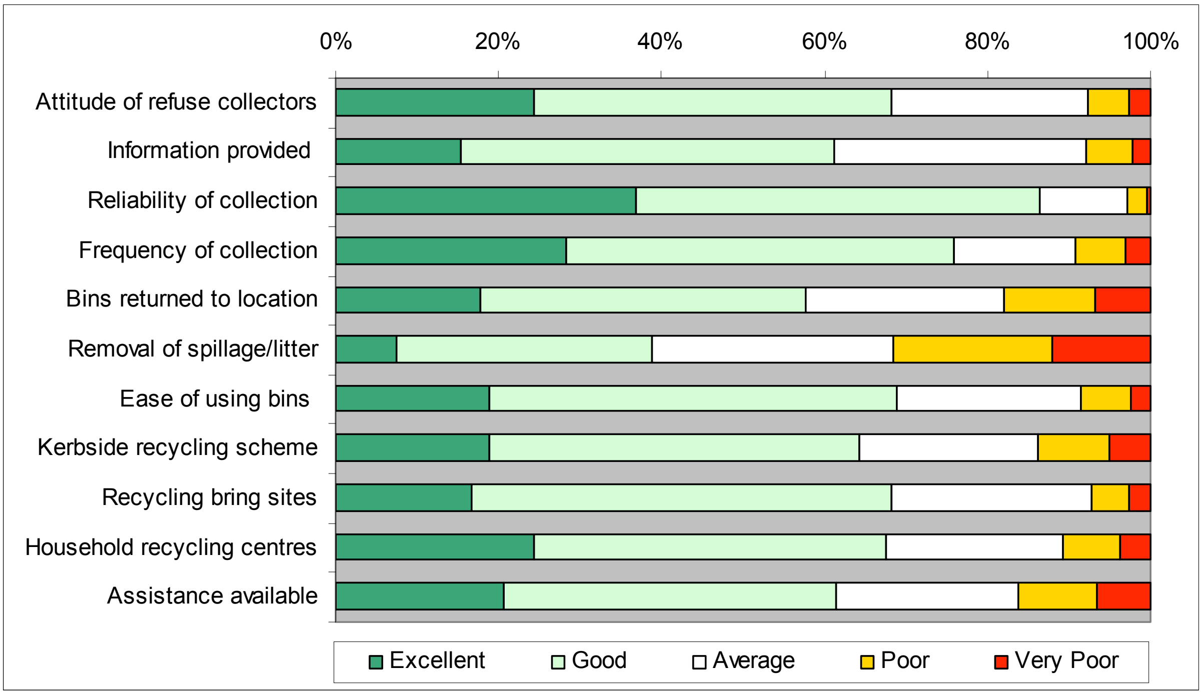
4.5. These two aspects of service were rated significantly more highly than others. Nevertheless it should be noted that respondents generally felt that Councils are performing well in relation to:

- Ease of using bins and receptacles (69%);
- Recycling bring sites (68%);
- The attitude of refuse collectors (68%); and
- Household recycling centres (67%).

4.6. Removal of spillage or litter was rated significantly more poorly than other aspects of service, with around 1 in 3 respondents indicating that this service was poor or very poor (32%). Other service areas rated as poor by a substantial proportion of respondents included bins being returned to location (18% poor), and availability of special assistance if required (16%).

4.7. As was found in relation to cleansing services discussed in the previous section, there was some significant variation in views on refuse and recycling across the six District Council areas. In particular respondents in the Copeland area were least positive about nearly all aspects of recycling and refuse collection services, including frequency of collection (31%), information provided by the Council (41%) and availability of special assistance (24%). Figure 6 also includes a full breakdown of overall satisfaction for each of the 6 districts.

Figure 6: Council performance in domestic refuse collection



% Excellent/Good…						
	Allerdale	**Barrow**	**Carlisle**	**Copeland**	**Eden**	**South Lakeland**
Attitude of your refuse collectors	69%	66%	63%	60%	77%	75%
Information provided by council	61%	73%	64%	41%	59%	66%
Reliability of refuse collection	90%	89%	89%	70%	89%	88%
Frequency of refuse collection	90%	84%	70%	56%	89%	70%
Bins being returned to location	66%	43%	58%	40%	73%	64%
Removal of spillage/litter	46%	28%	34%	25%	47%	51%
Ease of using bins & receptacles	81%	70%	67%	56%	66%	68%
Kerbside recycling scheme	63%	70%	70%	55%	61%	64%
Recycling bring sites	65%	75%	68%	62%	70%	70%
Household waste recycling centres	69%	79%	69%	54%	71%	64%
Special assistance available	55%	74%	67%	39%	64%	66%
Note:	Significantly above Cumbria average			Significantly below Cumbria average		

4.8. Respondents were also given the opportunity to add any further comment in relation to refuse collection and recycling services. A number of respondents made comments here, including the following key issues and suggestions:

- Provide kerbside plastic and cardboard recycling
- Availability of bigger and smaller wheelie bins
- More frequent collections
- Return bins to their location
- Provide help for the elderly who require it
- More frequent emptying of recycling bring sites
- Overall happy with services provided

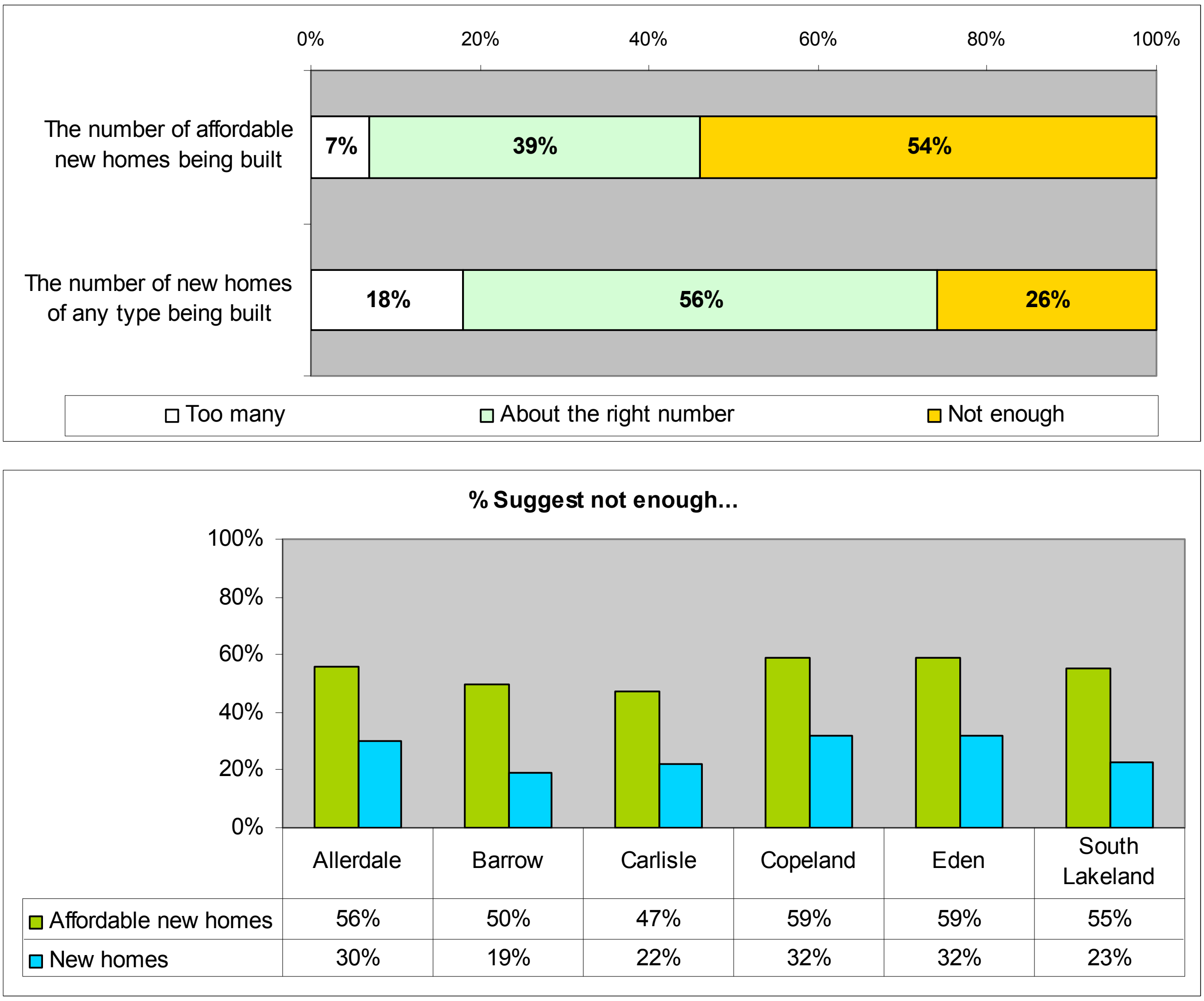
5. HOUSING

5.1. Here we consider Panel members' views on a range of housing-related questions including the extent to which enough new homes are being built (Figure 7), issues relating to housing needs in Cumbria (Figure 8) and questions relating specifically to private rented accommodation (Figure 9).

5.2. In relation to new housing development respondents generally felt the number of new homes being built overall was about right, but that not enough affordable new homes were being provided. A little over half of respondents felt that the number of new homes (of any type) being built was about right (56%), although there remained around 1 in 4 who felt that not enough new homes were being built (26%).

5.3. In contrast, more than half of respondents felt that the number of new affordable homes being built was insufficient (54%). There remained around 2 in 5 who felt that new affordable housing development was about right (39%), but few respondents felt that too much of this type of housing was being built (7%).

Figure 7: Views on new house building



5.4. Figure 8 summarises respondents' views on a range of specific options in relation to new housing development in Cumbria. This suggests that:

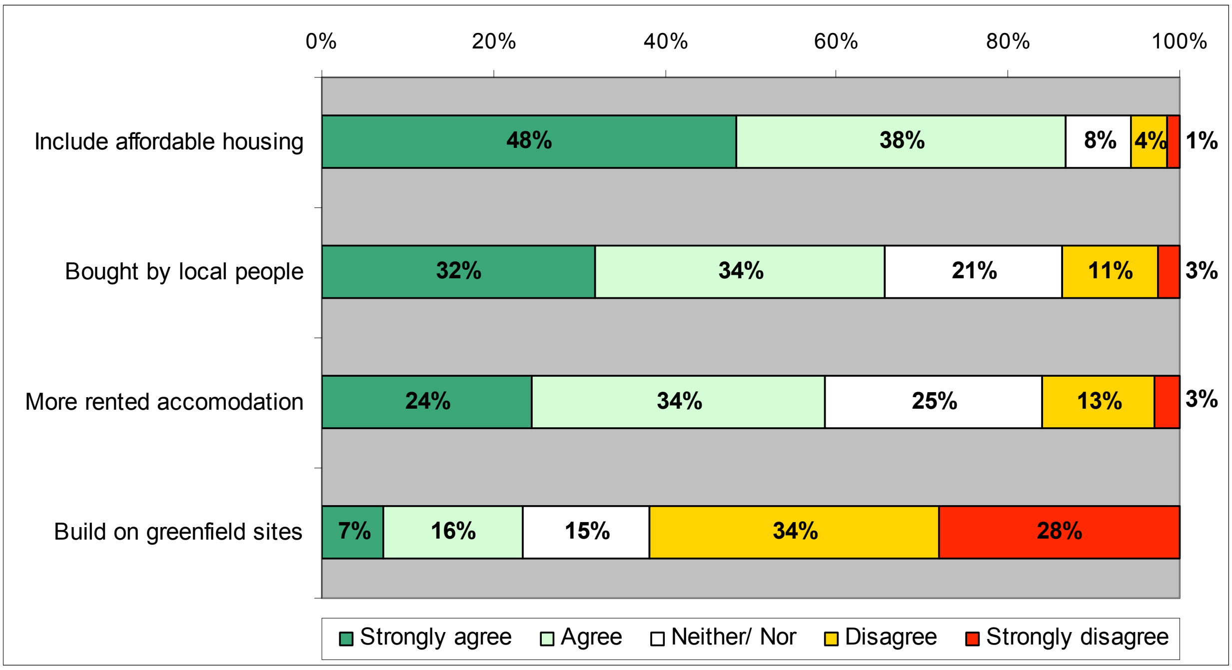
- Respondents are strongly in favour of Councils' implementing a policy to include a proportion of affordable homes on all new housing developments. As many as 87% agreed with this, including nearly half who were strongly in favour.

- There was also widespread agreement that planning permissions should ensure that more new housing is placed under restrictions to ensure it is sold only to local people. Around 2 in 3 respondents were in favour of this suggestion (66%).

- Similar levels of agreement emerged in relation to building more new housing for rent, with 59% of respondents agreeing with this.

- In contrast to the above questions, there was strong disagreement with the suggestion that more new building should be permitted on "greenfield" sites to meet housing needs. As many as 62% of respondents disagreed with this, and fewer than 1 in 4 supported the suggestion (23%).

Figure 8: Views on options for new housing development



5.5. A number of respondents made additional comments in relation to views presented in Figure 8 above. Key points raised here included:

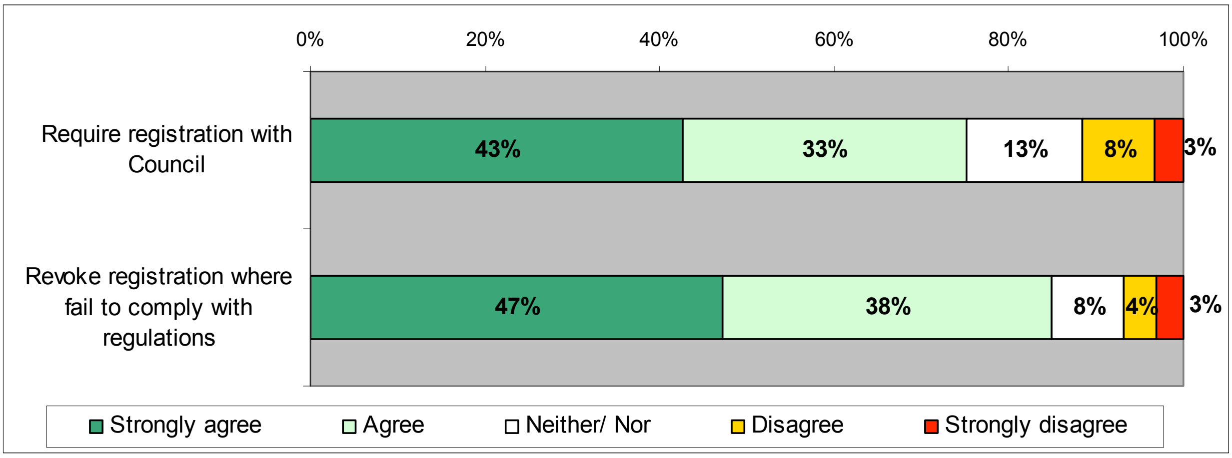
- Development should focus on 'brownfield' sites (ie not 'greenfield').
- More should be done to meet need for affordable housing.
- Older/ derelict buildings should be renovated to provide additional housing.
- The number of second homes and holiday homes should be restricted, and empty homes should be filled.

- Buying of Council houses should be restricted.
- Amenities must be improved as new houses are built.
- New housing development should avoid flood plains.

5.6. Finally in relation to housing, Panel members were asked the extent to which they agreed or disagreed with two proposals in relation to private rented accommodation. Responses suggest that there is strong agreement that private landlords should be required to register with the Council, and also that if private landlords do not comply with regulations then they should be prevented from letting properties.

5.7. Three quarters of respondents agreed that private landlords should be required to register with the Council (76%), including 43% who strongly agreed. In addition, as many as 86% of respondents agreed that landlords who do not comply with regulations should have their registration revoked and be prohibited from letting their property. Nearly half of respondents "strongly agreed" with the latter proposal.

Figure 9: Views on private rented accommodation



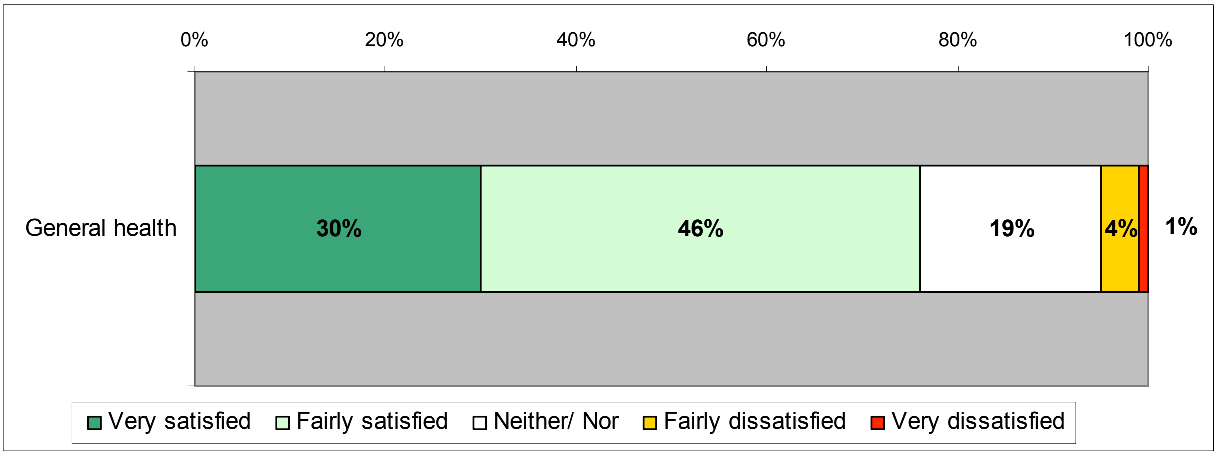
6. ACCESS TO AND USE OF HEALTH SERVICES

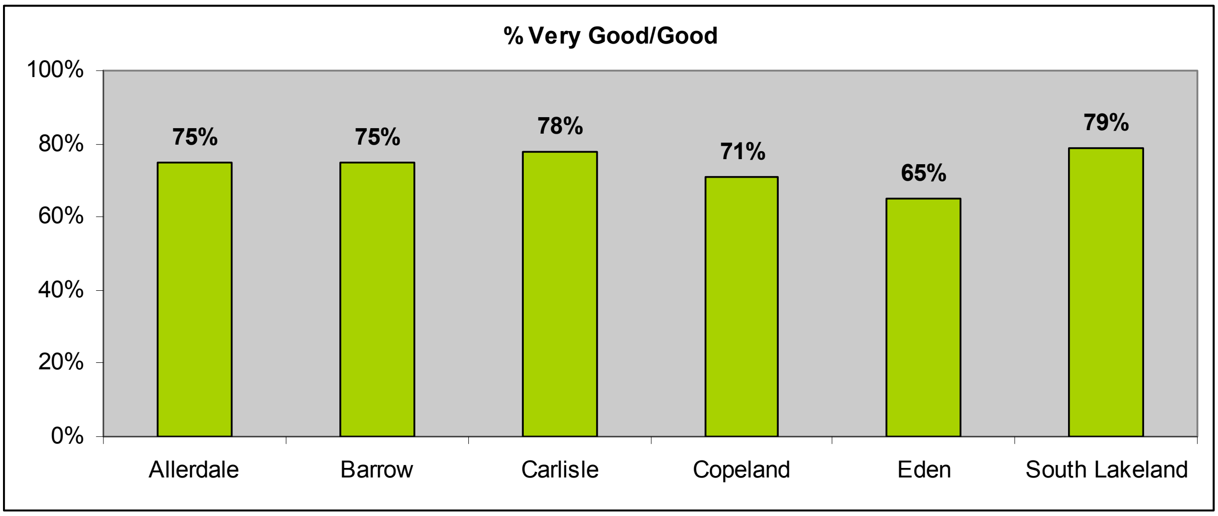
6.1. Next the survey asked a series of questions relating to Panel members' use of health services, including barriers to their accessing health services generally, and their experience of using local pharmacist services.

6.2. First Panel members were asked to rate their general health, and responses here were generally positive. Around 3 in 4 respondents rated their general health as good at present (76%), and this included 30% of all respondents who felt that their general health was "very good". In contrast, only 1 in 20 respondents reported their general health as being poor (5%).

6.3. Findings here are very similar to those reported in the 2007 Health Survey for England, which found 75% of all adults reporting their general health to be good or very good.

Figure 10: Rating of general health





6.4. It is notable respondents' rating of their general health did not vary significantly across Cumbria. However the minority who felt that their general health was poor or very poor were quite distinctive in profile. This group were generally older, more likely to have a disability, more likely to be either retired or not working due to ill health and more likely to be living in the social rented sector as oppose to in owner occupancy.

- 46% of members reporting poor or very poor health were aged 60 or over, compared with 29% reporting good health;
- Three quarters (76%) reported having a disability compared with 15% who reported good health;
- Those who reported poor health were more likely to be retired (44% and 27%) or not working due to ill health (38% and 3%) than those with good health;
- Respondents who reported poor health were more likely to be living in social rented housing than those with good health (35% and 11%) and less likely to be living in owner occupancy (57% and 79%).

Accessing Health Services

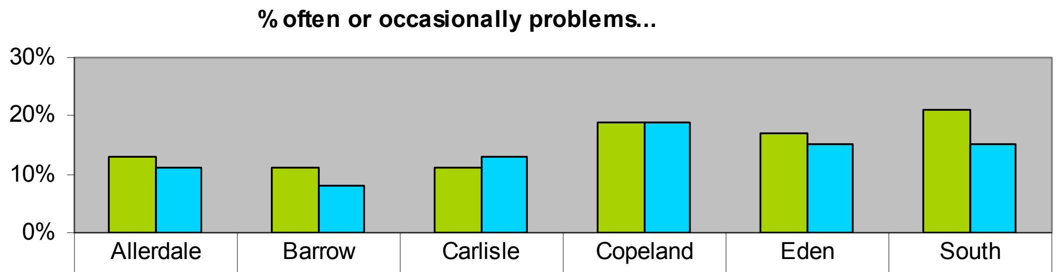
6.5. Panel members were asked the extent to which they experienced problems when trying to access healthcare services in the past 12 months. Figure 11 below presents results.

6.6. Relatively few respondents had experienced problems accessing healthcare services. Indeed more than 4 in 5 respondent indicated that they had not experienced any problems in the past 12 months with distance (85%) or lack of transport (86%).

6.7. Nevertheless there remained around 1 in 6 respondents who had experienced difficulties with distance (15%) or lack of transport (14%) when trying to access healthcare services. For most of these respondents this had been an occasional problem, although a small number of respondents had experienced these problems often. Specific problems experienced by these respondents included a lack of access to an NHS dentist, limited bus service to hospitals, and the distance required to access healthcare services elsewhere in Cumbria.

Figure 11: Problems accessing healthcare services

	Often	Occasionally	Not at all
Distance	4%	11%	85%
Lack of transport available	4%	10%	86%



	Allerdale	Barrow	Carlisle	Copeland	Eden	South
Distance	13%	11%	11%	19%	17%	21%
Lack of transport	11%	8%	13%	19%	15%	15%

6.8. Panel members who had experienced difficulties in accessing health services due to distance were more likely to be from South Lakeland, to suffer from a disability and to live in the social rented sector. Similarly, members who had experienced difficulty in accessing health services due to a lack of transport were more likely to suffer from a disability and to live in rented accommodation, either social or private.

- A higher proportion of respondents who experienced difficulties related to distance were from South Lakeland than those who had not (29% and 19% respectively);
- One third of members who had access issues due to distance suffered from a disability compared with 15% who had not experienced this difficulty
- 22% of respondents who reported difficulty with distance lived in social rented accommodation compared with 11% who had no problems related to distance;
- 31% of members to experience difficulties due to a lack of transport suffered from a disability compared to 15% who had not experienced transport issues;
- 34% of these members lived in rented accommodation, compared with 19% who had not had transport problems

Accessing Local Pharmacies

6.9. NHS Cumbria is currently considering options around making it easier for residents to access services provided by local pharmacies. The survey asked a series of questions in relation to this area.

6.10. The great majority of respondents indicated that they would consider speaking to their local pharmacist about a minor illness, rather than going to their GP (86%). This includes half of all respondents who had done this in the past (51%).

6.11. Only around 1 in 7 respondents indicated that they would never consider speaking to a pharmacist rather than a GP. Few significant differences were evident in terms of the profile of this group. Indeed the only noteworthy characteristic is that those unwilling to speak to pharmacists rather than GPs tended to be older in profile (40% aged 60+).

Table 7: Talking to local pharmacist rather than GP about minor illness

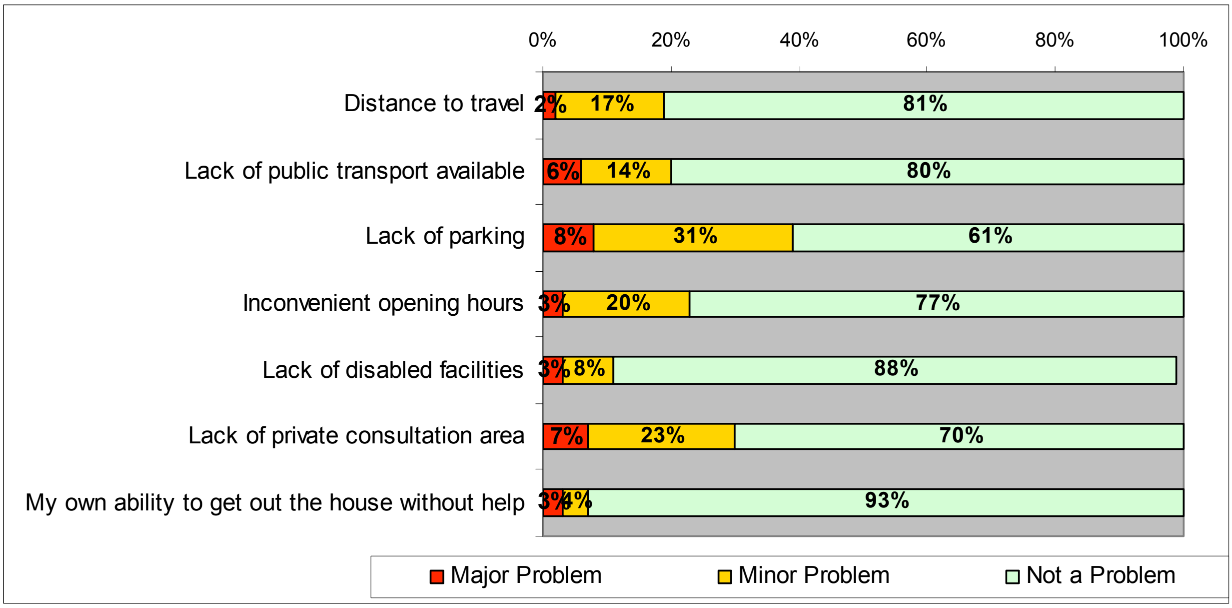
	n	%
Have done this before	831	51%
Would consider this in future	563	35%
Would never do this	221	14%
BASE	1615	

6.12. Respondents were next asked about any specific problems they had experienced in relation to their local pharmacy.

6.13. The majority of respondents indicated that they did not have any problems with their local pharmacist. However a number of problems were mentioned by a substantial minority of respondents a lack of parking was mentioned by 39% of respondents and a lack of a private consultation area by 30%.

6.14. In addition 23% mentioned inconvenient opening hours, 20% mentioned a lack of suitable public transport, and 19% reported that the distance required to travel was a problem. However again only around 1 in 20 respondents found these to be a major problem.

Figure 12: Problems with local pharmacist



6.15. Finally, the survey asked respondents to indicate their preference in relation to how they would normally get their prescribed medicines if they were unable to attend the pharmacy in person, and the most convenient location for a pharmacy. Table 8 over the page summarises results.

6.16. Of those responding to the question, the great majority indicated that they would ask a family member or friend to collect prescribed medicines on their behalf (80%). In contrast, relatively few respondents would ask for their medicines to be delivered by the pharmacy (13%).

6.17. In terms of the most convenient location for a pharmacy, the most popular options were a GP surgery (72%), the high street (65%) and within a supermarket (51%). A smaller proportion of respondents would find a pharmacy located within a hospital convenient (29%), and very few would prefer a pharmacy located within a leisure centre (3%).

Table 8: Preferences for use of local pharmacies

	n	%
How usually obtaining prescribed medicines[3]		
Collected by family member/friend	483	80%
Delivered by pharmacy	81	13%
Other	41	7%
BASE	605	
Most convenient location for a pharmacy		
GP surgery	1143	72%
On the high street	1035	65%
Supermarket	817	51%
Hospital	468	29%
Leisure facility	47	3%
Other (please write in box below)	53	3%
BASE	1595	

[3] Note that survey frequencies exclude "not applicable" responses.

7. MONEY

7.1. Here we consider Panel members' views on issues relating to loan sharks, and awareness and interest in services provided by credit unions.

Doorstep Lending

7.2. The great majority of respondents – well over 9 in 10 – indicated that they had borrowed money from neither a registered doorstep lending company, nor a "loan shark" (Table 9). There remained a little under 1 in 20 respondents (4%) who indicated that they had borrowed money from a doorstep lending company that was legally registered with the Office of Fair Trading to lend money. Few respondents reported that they have previously barrowed money from an unregistered doorstep lender ("Loan Shark"); 1% of respondents indicated this, equating to around 15 individuals.

7.3. There was no significant variation in use of doorstep lending across the six District Council areas

Table 9: Use of Loan Sharks

	Yes	No	Don't know
A registered doorstep lending company	4%	95%	1%
An unregistered doorstep lender - "Loan Shark"	1%	99%	1%

Credit Unions

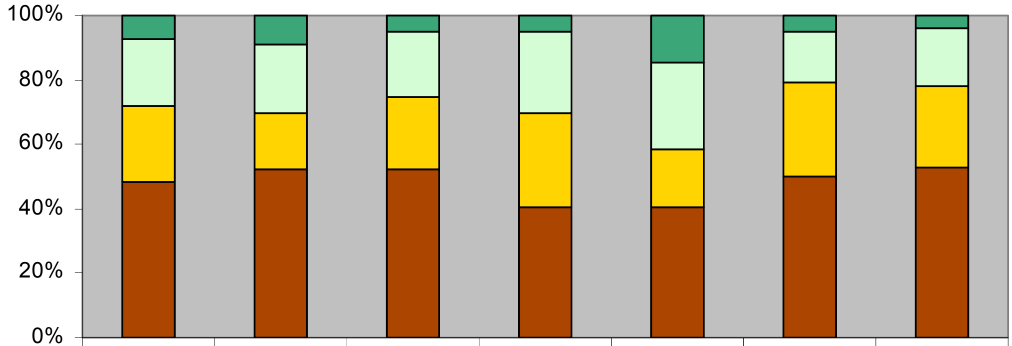
7.4. Credit Unions are financial co-operatives owned and controlled by their members, offering savings and loan services. There are currently nine Credit Unions across Cumbria, located primarily on the west coast and in Carlisle.

7.5. Awareness of Credit Unions in Cumbria was relatively low, with around half of all respondents indicating that they are "not informed at all" about the services provided by Credit Unions (48%). A further 1 in 4 respondents indicated that they were "not very well informed" about Credit Union services, suggesting that the majority of Panel members have a very limited understanding of what Credit Unions can offer to local households.

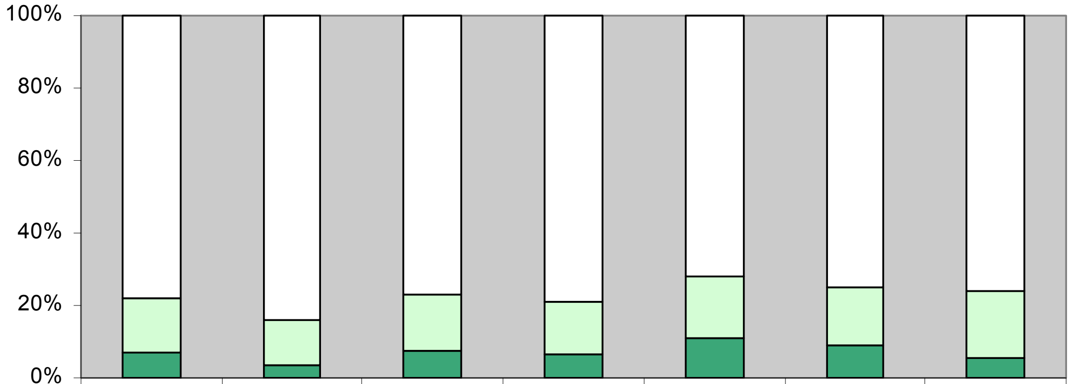
7.6. However, there remained 28% of respondents who were reasonably well informed about Credit Union services, including 7% who felt they were "very well informed". Given that Credit Unions focus on a specific part of the financial market, it is possible that the majority of those who may be interested in or benefit from Credit Union services do have some awareness of what is available.

7.7. This appears to be confirmed by the majority of respondents (78%) indicating stated that they would not be interested in joining a Credit Union, even after information on the types of services available had been provided. A little over 1 in 5 respondents indicated that they may be interested in Credit Union services (22%), and most of these appeared to have some understanding of the kinds of services available.

Figure 13: Knowledge and interest in Credit Unions



	CUMBRIA	Allerdale	Barrow	Carlisle	Copeland	Eden	South Lakeland
Very well informed	7%	9%	5%	5%	15%	5%	4%
Fairly well informed	21%	21%	20%	25%	27%	16%	18%
Not very well informed	23%	17%	23%	29%	18%	29%	25%
Not informed at all	48%	52%	52%	40%	41%	50%	53%



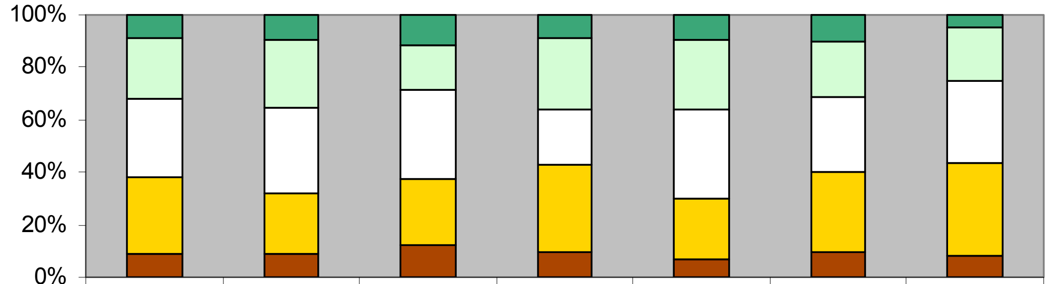
	CUMBRIA	Allerdale	Barrow	Carlisle	Copeland	Eden	South Lakeland
Not interested	78%	84%	77%	79%	72%	75%	76%
Fairly interested	15%	12%	16%	14%	17%	16%	19%
Very interested	7%	4%	8%	7%	11%	9%	5%

8. ENERGY BILLS

8.1. Following from questions discussed in the previous section about use of and potential interest in financial services, next the survey looked at difficulties Panel members may be experiencing in relation to energy bills.

8.2. At 38%, the proportion of respondents indicating that they are not currently having difficulty paying their energy bills outnumbered those who reported some degree of difficulty. Nevertheless there remained around 1 in 3 respondents who agreed with the statement that “at the moment I find it difficult to pay the energy bills for my home each month” (32%), including 8% who “strongly” agreed (equivalent to around 140 individuals). Moreover, it may be reasonable to assume that a proportion of the 30% who answered “neither/ nor” may be at risk of experiencing similar difficulties in the future.

Figure 14: Difficulty paying energy bills each month



	CUMBRIA	Allerdale	Barrow	Carlisle	Copeland	Eden	South Lakeland
Strongly agree	9%	9%	11%	9%	9%	10%	5%
Agree	23%	26%	17%	27%	27%	21%	21%
Neither/ Nor	30%	33%	34%	21%	34%	28%	31%
Disagree	29%	23%	25%	33%	24%	30%	35%
Strongly disagree	9%	9%	12%	10%	6%	10%	8%

8.3. Respondents indicating difficulty in paying their energy bills were quite distinctive in profile, tending to be younger and more likely to be in rented accommodation than other respondents:

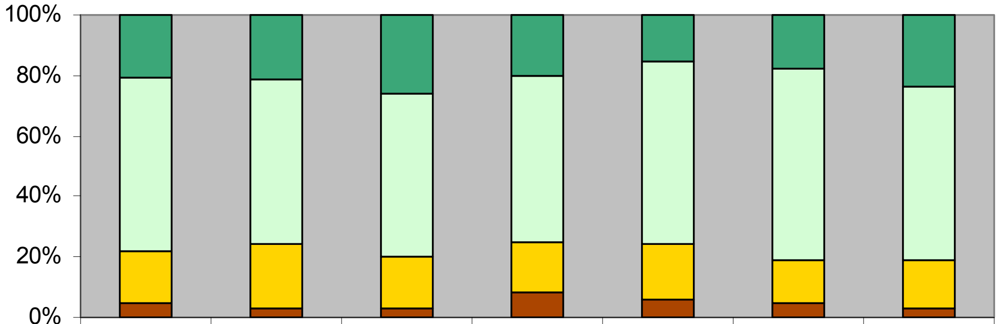
- 15% of members who reported difficulty paying monthly energy bills were under the age of 25, compared to 6% of members who did not report difficulty paying bills;
- 30% of these members were living in rented accommodation (18% social, 12% private) compared with 17% of members who did not report difficulties paying bills (10% social, 7% private)

8.4. The majority of respondents indicated that they were relatively well informed about how they might be able to reduce their home energy bills (eg through energy efficiency improvements or moving electricity supplier). A total of 78% indicated that they were well informed about these options.

8.5. Nevertheless there remained a little over 1 in 5 respondents who felt they could be better informed about ways of reducing their energy bills (22%)., including 1 in 20 who felt “not informed at all” (5%). These members were more likely to be aged between 25 and 49, in full-time employment, and living in rented accommodation.

- 55% of members who felt they could be better informed about how to reduce their energy bills were aged 25 to 49, compared with 40% who felt they were sufficiently informed;
- 46% of members who said they were not well informed about reducing their bills were in full-time employment, compared with 36% who were informed;
- 30% of members not informed about reducing energy bills lived in rented accommodation (15% social, 15% private) compared with 19% who were suitably informed (11% social, 8% private)

Figure 15: Knowledge of reducing energy bills



	CUMBRIA	Allerdale	Barrow	Carlisle	Copeland	Eden	South Lakeland
Very well informed	21%	21%	26%	20%	15%	18%	24%
Fairly well informed	57%	54%	54%	55%	60%	63%	58%
Not very well informed	17%	21%	17%	17%	18%	14%	16%
Not informed at all	5%	3%	3%	8%	6%	5%	3%

9. Managing Radioactive Waste Safely

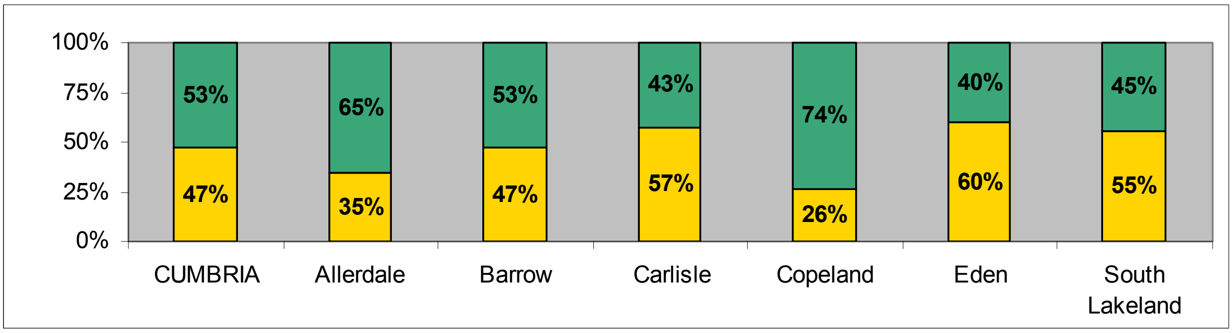
9.1. The final section of the survey focused on issues around the management of radioactive waste. Around 70% of the UK's radioactive waste is currently stored at the Sellafield plant in West Cumbria. Questions here were specifically in the context of ongoing discussions between Allerdale, Copeland and Cumbria County Councils and the Government regarding potentially hosting the 'Geological Disposal Facility' to store higher activity radioactive wastes.

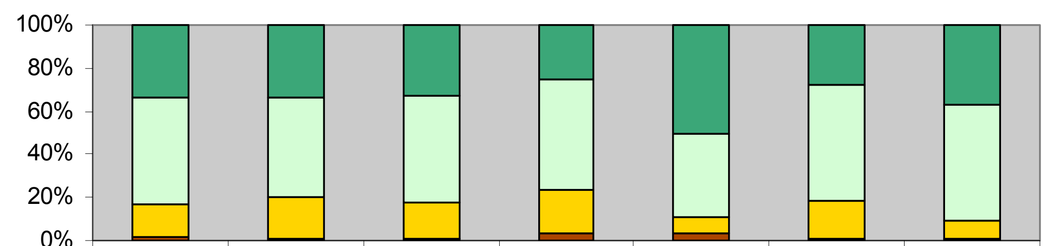
Awareness and Interest

9.2. A little over half of survey respondents indicated that they were aware of ongoing discussions with the Government regarding the possibility of locating the Geological Disposal Facility in Cumbria (53%). There remained nearly half of respondents who were not aware of this process (47%).

9.3. Awareness of discussion does not appear consistent with respondents' interest in the issue of radioactive waste management in Cumbria. More than 4 in 5 were interested in this issue (83%), including around 1 in 3 who were "very interested" (34%). Only around 1 in 6 respondents indicated that they were not very interested in radioactive waste management (17%), suggesting that a substantial proportion of those interested in the issue may be looking for more information. It is also notable that interest in radioactive waste management was highest among members from South Lakeland (91%) and lowest in Carlisle (76%).

Figure 16: Awareness/interest in discussions on Geological Disposal Facility





	CUMBRIA	Allerdale	Barrow	Carlisle	Copeland	Eden	South Lakeland
Very interested	34%	34%	33%	25%	50%	28%	37%
Fairly interested	49%	47%	49%	51%	39%	54%	54%
Not very interested	15%	19%	17%	20%	8%	18%	8%
Not at all interested	2%	1%	1%	3%	3%	1%	1%

Views on a Geological Disposal Facility in Cumbria

9.4. Panel members were asked to consider a set of 5 statements regarding options for the storage of radioactive waste in Cumbria, and indicate which best matched their own views. Figure 17 below presents results.

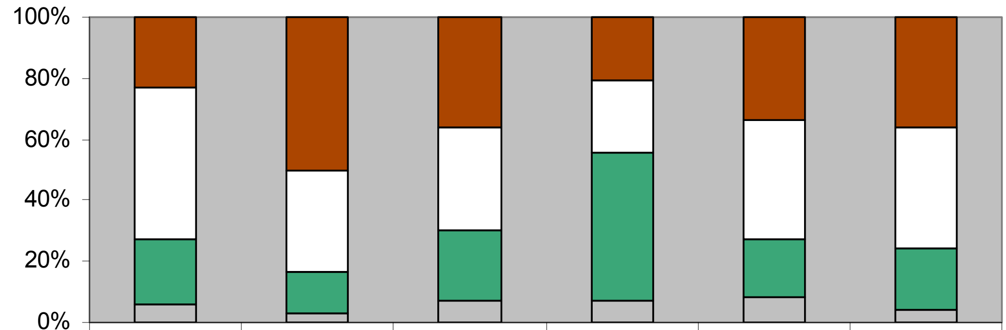
9.5. A wide range of views were given by respondents here, with the largest group indicating that they were unsure of the best solution for radioactive waste but feel that discussions with the Government should continue (39%). In terms of those expressing a clearer view, the largest group were opposed to storing any more radioactive waste in Cumbria (34%). This included 11% of all respondents who also think that waste currently stored in the county should be moved elsewhere.

9.6. There remained around 1 in 4 respondents who indicated some support for developing a disposal facility in Cumbria (24%). This included 10% of respondents who were broadly supportive of this option, but had not yet made their mind up.

9.7. Looking at the responses across the 6 districts, respondents from Copeland were most supportive of the idea to develop a disposal facility in the region (52%), whereas members from Barrow showed the highest level of opposition to the proposal (52%).

Figure 17: Opinion on radioactive waste management

		n	%
1	I am opposed to storing radioactive waste in Cumbria and think the waste currently stored here should be moved out of the county	172	11%
2	I am opposed to storing more radioactive waste in the county but think we should leave what's already here where it is	371	23%
3	I am unsure about the best solution but think that Councils should continue to talk to government about the potential for developing a disposal facility in Cumbria while retaining the right to withdraw from discussions	596	37%
4	I broadly support the idea of developing a disposal facility in Cumbria but have not made up my mind yet	159	10%
5	I think the development of a disposal facility would be a positive step for Cumbria	224	14%
6	None of the above statements reflect my opinion well enough	90	6%
BASE		1611	



	Allerdale	Barrow	Carlisle	Copeland	Eden	South Lakeland
Opposed (options 1+2)	23%	51%	36%	21%	34%	36%
Unsure (opiton 3)	50%	33%	34%	24%	39%	39%
Support (option 4+5)	21%	14%	23%	49%	19%	20%
None of above	6%	3%	7%	7%	8%	4%

Confidence in Councils Involved in Discussions

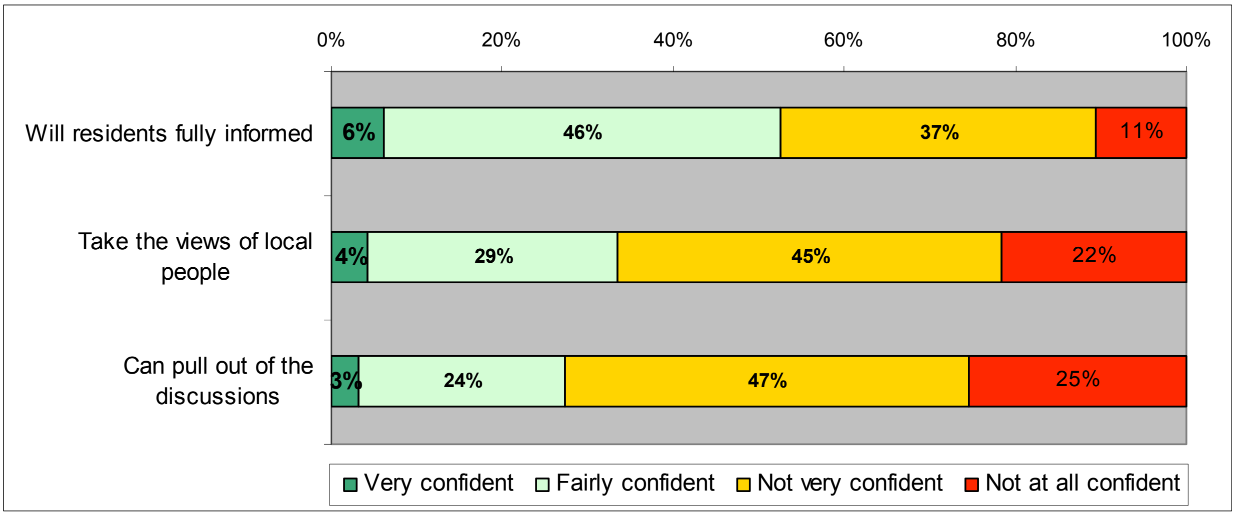
9.8. Finally in relation to radioactive waste, the survey asked Panel members to indicate how confident (or otherwise) they were about the role of Councils involved current discussions with the Government regarding the Geological Disposal Facility (Figure 18).

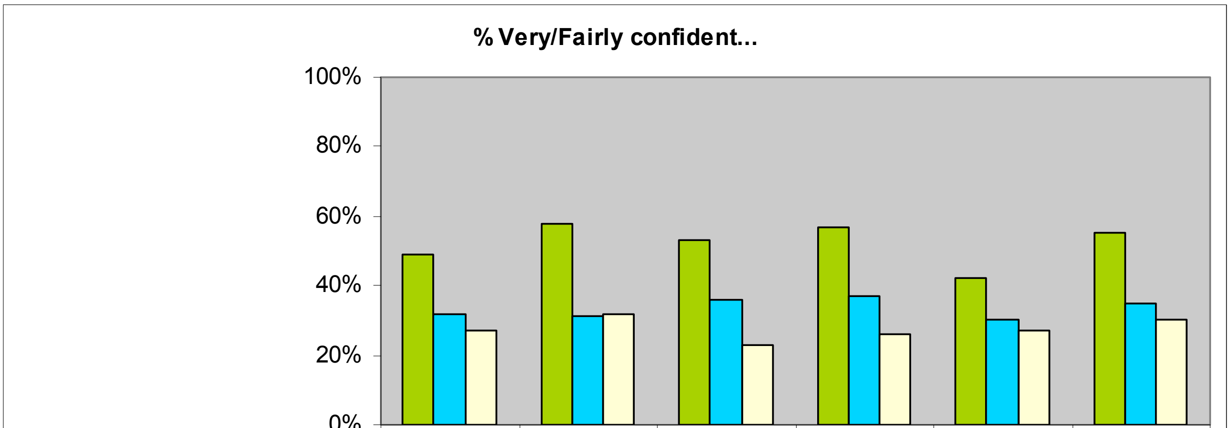
9.9. Responses suggest that Panel members are fairly confident that Councils will keep local residents fully informed of the ongoing process; 52% of respondents were very or fairly confident about this. Nevertheless there remained a substantial proportion of respondents who were not wholly confident that Councils would properly inform residents (48%), including around 1 in 10 who were "not at all confident" (11%). Barrow members were most confident that Councils would keep local residents fully informed of the ongoing process (58%), whereas members from Eden were least confident of this (42%).

9.10. Respondents were significantly less confident that Councils would take the views of local people into account (in addition to keeping local people informed). Only 1 in 3 of respondents were confident about this (33%), in contrast to 2 in 3 who were not confident about the extent to which Councils would do this (67%). Little variation was found in responses of members across the 6 districts. Confidence in the Councils was relatively low and ranged from 30% in Eden to 37% in Copeland.

9.11. Similarly, there was considerable scepticism evident in relation to the extent to which Councils can pull out of discussions with the Government. Only a little over 1 in 4 were confident about this (27%), compared to 73% who were not confident that Councils could pull out of discussions. Again there was little variation across the districts, with confidence ranging from 27% in Allerdale and Eden to 32% in Barrow.

Figure 18: Role of Councils in radioactive waste discussions





	Allerdale	Barrow	Carlisle	Copeland	Eden	South Lakeland
Keep residents fully informed	49%	58%	53%	57%	42%	55%
Take the views of local people	32%	31%	36%	37%	30%	35%
Can pull out of the discussions	27%	32%	23%	26%	27%	30%

10. OTHER COMMENTS

10.1. Panel members also had the opportunity to make any additional comments they had in relation to the issues raised throughout the survey. Around 1 in 5 respondents (18%) took the opportunity to make a comment, with responses typically relating to specific sections of the survey form. The most significant issues raised were as follows:

10.2. The issue of radioactive waste management was commonly discussed by members, providing a range of views including:

- Is the process really going to be democratic and will the community actually be involved?
- Need for more consultation/ discussion
- No need to move current stores
- Should use current expertise in area to manage new facility
- Safety concerns

10.3. Also popular with respondents was the issue of keeping the streets clean. Points raised included:

- Generally poor state of pavements
- Roads in poor condition
- More police on the streets
- More should be done to punish dog fouling
- More done to clear roads of leaves, particularly in Autumn

10.4. Several issues in relation to homes and housing were also raised:

- Restrictions should be placed on second/ holiday homes
- Housing associations can be too intrusive
- Car parking is a problem
- Social rent levels should be set according to individuals ability to pay

10.5. Panel members also commonly discussed issues related to parks and open spaces:

- More should be done to police anti-social behaviour
- Should be cleaned and maintained more
- More resources should be used on maintaining

10.6. Finally, a number of other issues were raised by Panel members, these included:

- Public transport services need to be improved
- Health services need to be improved
- Would be good to have more of a rural focus on future questionnaires
- Improvements could be made to recycling - include plastics and cardboard