

Your Views Matter

Spring 09



Thank you for continuing to give us your views and helping us to make a difference. In this issue we'll tell you about what we found out from you in our last survey, and some of the actions we're taking.



In the last survey you told us about **your priorities**. Seven in ten of you thought that the economy should be a national priority, but for the area you live in crime and law and order is your most important priority.

We also asked you about **how safe you feel** in different situations. You feel safe in most situations during the day, such as at home, at work or out shopping. Fewer of you feel safe in the same situations after dark, particularly when you are out in the nearest town centre, or visiting a pub or club. A minority of you were worried about being harassed or intimidated when you're walking in your neighbourhood because of your gender or age.

When you are travelling around in your car it is speeding cars and aggressive drivers that are most likely to make you feel unsafe. And when you are using public transport, it is anti-social behaviour that most affects how safe you feel.

You say it is most important to tackle anti-social behaviour in your local area. When we asked you about crime, you were more likely to think that crime has increased in the country as a whole, than in your local area, over the last two years.



2008-2009
Improving Accessibility
2009-2010
Positive Engagement of Older People
Making Economic Prosperity
through Partnerships
Cohesive and Resilient Communities

The main priorities you have for the Criminal Justice System are to bring the people who commit crime to justice and to reduce the level of crime. Your confidence in the Criminal Justice System would be improved the most through tougher sentences, tackling anti-social behaviour and minor crime, and through bringing more offenders to justice. You aren't confident that the penalties and punishments given to offenders are appropriate, and in general you think that sentences handed down by the courts are too lenient.



You gave us your thoughts on the **current economic climate**. The majority of you expect the economy to get worse over the next 12 months, but you expect the most severe effects to be felt in the country as a whole rather than the area you live in. Two in five of you think the current economic downturn will be over by the end of next year.

You also told us how you're being affected by the economic climate. A third of you said you're worried about being made redundant in the next year. Although a third of you said you hadn't been financially affected, the majority of you said you were worse off compared with your situation a year ago. The things you're spending less on include:

- luxury and non-essential items;
- eating out and takeaways; and
- going out with family and friends.

A third of you also expect to reduce your spending on holidays abroad. The things you're finding more expensive are gas, electricity and heating, household food, and travelling around.

Although you said you were being affected by the economic climate, the majority of you didn't feel that financial worries were having an impact on your relationships with family and friends.

our actions...

The county council recognises that **plastic carrier bags** are highly symbolic of the waste we all produce every day. And, as a council we have a role in trying to help people reduce the amount of waste thrown away. You recently told us how you use plastic carrier bags, and we have used this information to develop new ways of reducing the amount of waste produced in Lancashire.

We have committed to becoming a plastic carrier bag free organisation, because we believe that it is our role to lead by example. We looked at all the county council's services to see how they used plastic bags. Although most services were already using alternatives to plastic carrier bags, the library service in particular were using large quantities of plastic bags. We worked with them to identify a supplier and launched the 'Library bag for life' at Burnley library in November last year.

The county council also ran a communications campaign recently to encourage people to use the bags they already had, the message was 'remember to take a bag shopping'. We also promoted the fact that lots of retailers had already provided alternatives to plastic bags and encouraged people to take advantage of these.

Following on from this work, we were invited to share our experiences with Salford City council and help them develop a plan to reduce the impact of plastic carrier bags in their local area.



If you have any more questions about waste you can call our waste helpline on 0845 0500 957, or find more information on www.lancashire.gov.uk under "waste management" on the A to Z.

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Last year you gave us lots of information on our **health and social care services**, and about your health needs. We've been using the information you gave us to help us identify a set of priorities for older people. These priorities will be used by the council to further develop services to provide better support to enable older people to live independently in their own homes and to access life opportunities. But it won't stop here, we'll keep asking for feedback from the people in Lancashire to ensure we understand people's needs so we can develop services that are accessible and meet the needs of older people.

You also told us about how you support **Voluntary, Community and Faith sector** (VCFS) organisations, how you use their services, and about how you volunteer. The county council members of staff responsible for supporting the development of the VCFS across Lancashire welcomed your feedback and comments. Over the coming months they will be working with representatives from many VCFS organisations. They will be looking at ways to make it easier to access and use VCFS services, and how to make people aware of the volunteering opportunities in Lancashire. They'll be doing this through improving the information we provide to members of the public, looking at new ways of communicating, and seeing how we can offer different ways of taking part to make it easier to participate in voluntary activities.



contacting us at Living in Lancashire...

We're always pleased to hear from our members. You can contact us in any of the following ways.



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