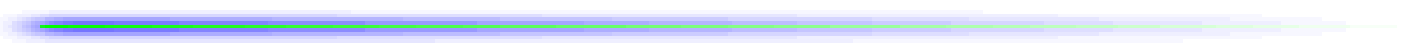

Community Profiling Citizens' Advice in Primary Care

Part of the Joint Strategic Needs Assessment (JSNA)



Contents

Introduction and methodology	4
Population profile	6
Population	6
<i>Fig: Population of SOAs.....</i>	6
Age.....	7
<i>Fig: Population by age group.....</i>	7
Ethnicity.....	7
<i>Fig: Population by ethnic group.....</i>	7
MOSAIC household groups data.....	8
<i>Fig: Total households by MOSAIC household groups</i>	8
Housing stock.....	9
<i>Fig: Housing stock.....</i>	9
Housing tenure.....	9
<i>Fig: Housing tenure.....</i>	9
Population summary.....	10
Income, employment and education.....	11
IMD 2007 income domain	11
<i>Fig: IMD rankings against the income domain.....</i>	11
Low income – key benefit claimants.....	12
<i>Fig: Incapacity claimants quarterly average March 2007 – February 2008</i>	12
Employment domain of the indices of deprivation 2007	12
<i>Fig: IMD rankings against the employment domain.....</i>	12
Unemployment – the claimant count.....	13
<i>Fig: Job seekers allowance claimants as a proportion of Census 2001 working age population.....</i>	13
Industry jobs.....	13
<i>Fig: Industry jobs as a proportion of all jobs</i>	13
IMD 2007 education, skills and training deprivation domain.....	14
<i>Fig: IMD rankings against the education domain.....</i>	14
Educational attainment.....	15
<i>Fig: Highest qualification held by the working age population.....</i>	15
<i>Fig: GCSE / GNVQ results by place of residence 2006/07</i>	15
Income, employment and education summary.....	16
Health.....	17
Health deprivation and disability domain.....	17
<i>Fig: IMD rankings against the health domain.....</i>	17
Limiting long-term illness.....	17
<i>Fig: Population with limiting long-term illness</i>	17
Health damaging behaviour and mental health	18
<i>Fig: Hospital episodes for mental health issues.....</i>	18
Health Summary	19
Community Safety	20
Crime.....	20
<i>Fig: All recorded crimes Jul 07 – Jun 08 per 1,000 of the population.....</i>	20
Perceptions of Crime.....	21
<i>Fig: Feeling safe in area of residence.....</i>	21
<i>Fig: Anti-social behaviour incidents per 1,000 of the population</i>	21
Crime domain of the indices of deprivation 2007	22
<i>Fig: IMD rankings against the crime domain.....</i>	22

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Community safety summary.....	23
Environment.....	24
Living environment deprivation domain.....	24
<i>Fig: IMD rankings against the living environment domain.....</i>	<i>24</i>
Air quality.....	25
<i>Fig: Air quality combined indicator 2005.....</i>	<i>25</i>
Access to green space.....	25
<i>Fig: Area of green space per 1,000 of the population (thousand m²).....</i>	<i>25</i>
Environment Summary.....	26
Conclusions.....	27
Appendix A: Super output areas identified for the study.....	28
Appendix B: District maps highlighting the SOAs.....	30
Appendix C: MOSAIC Groups.....	31

Introduction and methodology

Introduction

The Citizens' Advice in Primary Care project in East Lancashire intends to provide trained Citizens' Advice workers based in local GP surgeries and health clinics. The intended outcomes of the project are to:

- Reduce health inequalities by informing, advising and guiding patients and referral to specialist support when appropriate;
- Increase the number of people reporting an improvement in health due to a reduction of stress related illness;
- Increased numbers of people from targeted groups accessing advice services;
- Increased level of income and take-up of benefit-particularly tax free disability benefits; and
- Decrease in numbers of frequent attendees accessing GPs inappropriately.

This report will form part of the Mental Wellbeing Impact Assessment for the NHS East Lancashire's Citizens' Advice in Primary Care project. The target population for "Citizens' Advice in Primary Care" are the super output areas (SOAs) with the highest levels of deprivation across the five East Lancashire districts on the Primary Care Trust footprint – Ribble Valley, Rossendale, Pendle, Burnley and Hyndburn.

Methodology

This report will form a community profile of those SOAs that are ranked within the bottom 20% nationally in terms of deprivation. 71 of East Lancashire's SOAs fall into this category but none are in the Ribble Valley district.

The SOAs are treated as one "virtual population" named as East Lancs 20% and subdivided into the four remaining districts. Where these districts are used they are named as Burnley 20%, Pendle 20%, etc. A full list of the profiled SOAs can be found in appendix A and district maps showing their location in appendix B (to be added). Where data is not available at SOA level, district level data has been included.

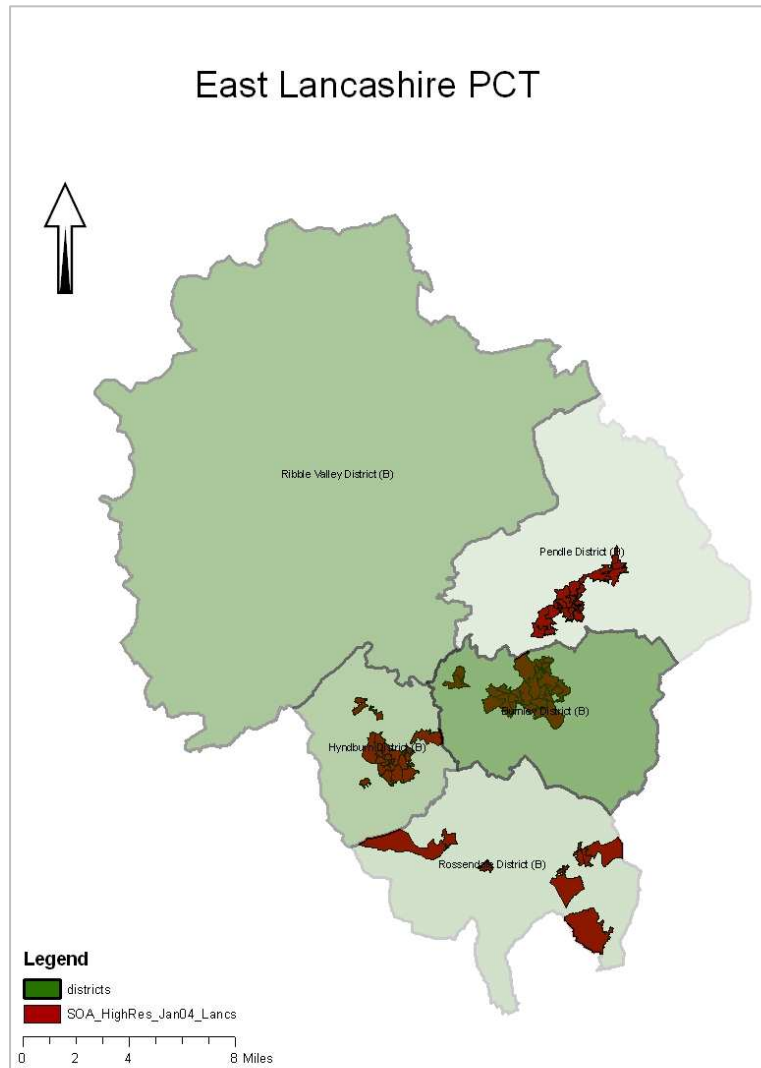
Where this is the case the districts are named simply as Burnley, Rossendale, etc.

The characteristics of the aggregated populations are benchmarked against averages for Lancashire County and the North West region, where available.

The Care Services Improvement Partnership's (CSIP) Mental Well-being Impact Assessment Toolkit has been used to shape the profile.

Data

A variety of secondary data sources have been used within the community profile including Census 2001, Nomis, Department for Work and Pensions (DWP), MOSAIC and MADE (Multi Agency Data Exchange).



Population profile

Within this section is a breakdown of the demography of the population. The latest small area figures on population are the 2006 mid-year population estimates from the Office for National Statistics and as such these have been used. However, it should be noted that these are estimates only and are based upon the latest Census (2001). Estimates are not available for ethnicity of small areas so the Census 2001 data is used. This is clearly out of date but gives an appreciation of the likely levels of diversity compared to the national averages.

MOSAIC data is included to give a summary of the likely “types” of people that make up the virtual population. It should be noted that the prime use of MOSAIC data is for marketing purposes and it does not count as official statistics.

Population

Fig: Population of SOAs

Area	Pop	Female		Male	
	No	No	%	No	%
East Lancashire 20%	109,214	56,001	51.3	53,213	48.7
Burnley 20%	36,733	18,824	51.2	17,909	48.8
Hyndburn 20%	27,585	14,039	50.9	13,546	49.1
Pendle 20%	33,114	16,968	51.2	16,146	48.8
Rosendale 20%	11,782	6,170	52.4	5,612	47.6
Lancashire	1,165,720	595,027	51.0	570,693	49.0
North West	6,853,200	3,498,700	51.1	3,354,500	48.9

Source: Mid-2006 population estimates, ONS

The “Citizens’ Advice in Primary Care” study population accounts for just over 9% of the total Lancashire population and 28.4% of the total East Lancashire population.

The gender breakdown for the East Lancashire 20% is in line with Lancashire as a whole, which has marginally more women than men.

Age

Fig: Population by age group

Area	Pop	0-15	16-29	30-44	45-59 females, 45-64 males	60+ females, 65+ males	Working age: 16-59 females, 16-64 males
	No	%	%	%	%	%	%
East Lancs 20%	109,214	24.5	20.5	19.9	19.3	15.7	59.8
Burnley 20%	36,733	23.5	20.3	20.4	19.8	16.0	60.5
Hyndburn 20%	27,585	25.8	20.3	19.7	18.4	15.8	58.4
Pendle 20%	33,114	25.1	21.8	19.0	19.1	15.1	59.9
Rossendale 20%	11,782	23.3	18.2	21.7	20.8	16.1	60.6
Lancashire	1,165,720	19.0	17.6	20.6	22.9	19.8	61.2

Source: Mid-2006 population estimates, ONS

The East Lancashire 20% is a young population with 45% aged under 30 compared to 36.6% in Lancashire. The Hyndburn and Pendle 20% SOAs have a particularly young population with more than a quarter aged under 16 (19% Lancashire wide).

Ethnicity

Fig: Population by ethnic group

Area	White	Mixed	Indian	Pakistani	Bangla-deshi	Other Asian	Black	Other
	%	%	%	%	%	%	%	%
East Lancs 20%	79.0	0.9	0.5	17.3	1.6	0.5	0.2	0.2
Burnley 20%	84.6	0.9	0.6	10.0	3.5	0.3	0.1	0.1
Hyndburn 20%	80.4	0.8	0.6	16.8	0.3	0.7	0.1	0.2
Pendle 20%	66.0	1.1	0.4	31.3	0.1	0.7	0.2	0.2
Rossendale 20%	95.1	0.5	0.1	2.1	2.4	0.2	0.2	0.2
Lancashire	94.7	0.7	1.3	2.3	0.3	0.2	0.2	0.4
North West	94.4	0.9	1.1	1.7	0.4	0.2	0.6	0.6

Source: Census 2001, ONS

The virtual population displays high levels of ethnic diversity compared to Lancashire and the North West. The Pakistani community is particularly strong and is proportionally ten times larger than that of the North West. This is particularly noticeable in the Pendle 20% where nearly a third of the population are of Pakistani origin.

MOSAIC household groups data

MOSAIC data is segmentation data provided by Experian, which classifies all households into 11 categories to provide information across a range of themes. See appendix c for a full list and explanation of the household categories.

Fig: Total households by MOSAIC household groups

Area	A	B	C	D	E	F	G	H	I	J	K
	%	%	%	%	%	%	%	%	%	%	%
East Lancs 20%	0.3	1.7	1.3	64.8	0.1	6.0	12.1	7.0	5.9	0.8	0.0
Burnley 20%	0.1	2.1	1.4	64.0	0.4	5.2	13.5	7.4	4.7	1.0	0.0
Hyndburn 20%	0.4	2.6	2.2	67.7	0.0	6.7	10.9	5.3	4.3	0.0	0.0
Pendle 20%	0.3	0.3	0.0	72.5	0.0	4.6	8.5	5.4	7.6	0.7	0.0
Rosendale 20%	0.9	2.0	2.1	40.5	0.0	11.0	19.5	13.5	8.3	1.9	0.2
Lancashire	6.6	9.8	19.1	27.7	2.4	2.7	6.4	7.1	3.8	10.1	4.5

Source: MOSAIC Data 2008; Experian

Note: see appendix C for full listing of household groups

The study area contains primarily group D households. MOSAIC describes these households as “Ties of Community”; people whose lives are mostly played out within the confines of close knit communities. Most of these people own their homes, drive their own cars and hold down responsible jobs.

Housing stock

Fig: Housing stock

Area	Total households	Detached	Semi-detached	Terraced	Flat	Caravan or temporary structure	Shared household dwellings
	No	%	%	%	%	%	%
East Lancs 20%	45,324	3.9	15.6	68.8	11.4	0.1	0.2
Burnley 20%	16,201	3.5	16.7	68.7	10.7	0.0	0.3
Hyndburn 20%	10,998	4.3	14.1	69.6	11.7	0.2	0.1
Pendle 20%	13,023	2.9	11.7	75.7	9.5	0.1	0.0
Rossendale 20%	5,102	6.9	25.1	50.0	17.8	0.2	0.1
Lancashire	491,466	21.4	34.1	32.8	7.7	0.7	3.2
North West	2,950,241	17.6	36.5	31.7	10.2	0.3	3.6

Source: Census 2001, ONS

Terraced properties dominate the study area and account for almost 7 out of 10 households. This is more than double the Lancashire and North West figures. Detached and semi-detached properties are not common, which will impact upon the make-up of the area.

Housing tenure

Fig: Housing tenure

Area	Owned	Council rented	Other social rented	Private and other rented
	%	%	%	%
East Lancs 20%	68.5	10.3	5.6	15.6
Burnley 20%	68.0	7.1	7.5	17.4
Hyndburn 20%	68.6	11.7	5.5	14.1
Pendle 20%	71.8	8.2	4.1	15.9
Rossendale 20%	60.9	23.2	3.9	12.0
Lancashire	76.3	7.6	5.4	10.7
North West	69.3	13.6	6.5	10.7

Source: Mid-2006 population estimates, ONS

Home ownership in the study area is below the Lancashire average although still accounts for the majority of tenure. Based around Lancashire averages of ownership with mortgage (41.2%), it can be assumed that at least half the ownership in the East Lancashire 20% is with a mortgage.

The ownership gap is split between the Council rented and private rented sectors, with a concentration of the former in the Rossendale 20% and of the latter in the Burnley 20%.

Population summary

The virtual population is young compared to that of its parent county and is also more ethnically diverse. The availability of rented accommodation in the area results in a through-traffic of people, often from BME backgrounds, who are unfamiliar with the area. These people may move on to more affluent areas when their financial status improves.

Whilst home ownership in the study area is below the Lancashire average, it remains the primary tenure. Given the current economic climate many of these people may be struggling to keep up with payments on their mortgage.

Income, employment and education

Income, employment and education are key factors that shape the lives of individuals and communities. The relation between the three should be straightforward in that a good education will allow access to employment and the ability to earn an income.

Data in this section is considered from a variety of sources including the Department for Work and Pensions for benefits data, IMD2007, Census 2001 and MOSAIC.

Data in all sub-sections is for the 71 profiled SOAs with the exception of the GCSE results sub-section where data is only available for the full districts.

IMD 2007 income domain

The income domain in the 2007 Indices of Multiple Deprivation (IMD) aims to capture the proportion of the population experiencing income deprivation. It accounts for adults and children in households in receipt of benefits including incapacity benefit, income support, pension tax credits, and child tax credits.

Fig: IMD rankings against the income domain

Area	Total number of SOAs	SOAs ranked in bottom 10% nationally		SOAs ranked in bottom 20% nationally	
		No	% of all SOAs	No	% of all SOAs
East Lancs 20%	71	35	49.3	58	81.7
Burnley 20%	25	11	44.0	18	72.0
Hyndburn 20%	18	9	50.0	15	83.3
Pendle 20%	20	14	70.0	17	85.0
Rossendale 20%	8	1	12.5	8	100.0

Source: Indices of Multiple Deprivation 2007

More than half of East Lancashire's SOAs are ranked in the bottom quintile nationally for income deprivation including all the SOAs in the Rossendale 20% district. Approximately 50% of SOAs in the East Lancashire study area are ranked in the bottom 10% nationally.

Low income – key benefit claimants

Incapacity benefit (IB) is paid to those who are considered incapable of work. Different rates are paid according to the duration of the claim. Severe disablement allowance (SDA) is paid to those who do not meet the criteria for IB.

Fig: Incapacity claimants quarterly average March 2007 – February 2008

Area	All IB/SDA	IB claim.	16-24	25-49	50-59	60+	Female	Male	Mental health	IB claim rate
	No	%	%	%	%	%	%	%	%	% of work age pop
East Lancs 20%	10,785	93.5	6.9	51.8	31.6	9.7	40.4	59.6	47.0	15.1
Burnley 20%	3,910	93.6	6.3	52.4	31.8	9.5	40.3	59.7	46.5	15.8
Hyndburn 20%	2,743	92.4	8.2	52.7	29.8	9.4	39.7	60.3	47.8	15.3
Pendle 20%	3,082	94.3	7.0	50.9	32.7	9.4	40.8	59.2	47.0	14.6
Rossendale 20%	1,048	93.8	6.0	49.7	31.9	12.4	41.6	58.4	46.8	13.8
Lancashire	59,938	90.4	5.9	45.2	34.3	14.6	42.6	57.4	40.5	7.6

Source: Benefits payments, DWP; ONS Census 2001

The IB claimant rate in the study area is high at approximately double the Lancashire rate. The proportion of IB/SDA claims for reasons of mental health exceeds the Lancashire average, indicating a prevalence of mental health issues in the study area.

Employment domain of the indices of deprivation 2007

The employment domain measures deprivation as the involuntary exclusion of the working age population from the labour market. The domain includes recipients of job seekers allowance (JSA), incapacity benefit (IB), severe disablement allowance (SDA) and participants in the New Deal.

Fig: IMD rankings against the employment domain

Area	Total number of SOAs	SOAs ranked in bottom 10% nationally		SOAs ranked in bottom 20% nationally	
		No	% of all SOAs	No	% of all SOAs
East Lancs 20%	71	45	63.4	69	97.2
Burnley 20%	25	15	60.0	24	96.0
Hyndburn 20%	18	13	72.2	18	100.0
Pendle 20%	20	13	65.0	20	100.0
Rossendale 20%	8	4	50.0	7	87.5

Source: Indices of Multiple Deprivation 2007

63.4% of the SOAs in this study are ranked in the bottom 10% nationally for employment deprivation and nearly all the SOAs are in the bottom quintile; this covers all 38 of the identified SOAs in Hyndburn and Pendle.

Unemployment – the claimant count

The claimant count measures the number of job seekers allowance (JSA) and national insurance (NI) claimants in an area. It is used as a proxy for unemployment although it is not an official measure.

Fig: Job seekers allowance claimants as a proportion of Census 2001 working age population

Area	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08
	%	%	%	%	%	%	%	%	%	%	%	%
East Lancs 20%	3.6	3.3	3.2	3.2	3.3	3.5	3.7	3.6	3.7	3.6	3.6	4.0
Burnley 20%	4.0	3.7	3.6	3.5	3.7	3.8	4.0	3.8	4.0	4.0	3.9	4.2
Hyndburn 20%	3.3	3.1	3.0	3.0	3.2	3.6	3.8	3.7	3.6	3.4	3.5	3.7
Pendle 20%	3.5	3.2	3.1	3.0	3.0	3.2	3.3	3.3	3.5	3.6	3.6	4.0
Rossendale 20%	3.1	2.9	2.9	3.0	3.1	3.3	3.2	3.4	3.3	3.1	3.2	3.7
Lancashire	1.8	1.7	1.6	1.6	1.7	1.8	1.9	1.8	1.8	1.8	1.8	1.9
North West	2.6	2.5	2.4	2.4	2.4	2.6	2.6	2.6	2.6	2.6	2.6	2.7

Source: Claimant count, Nomis; Census 2001, ONS

The claimant rate in the focus population is more or less twice that of Lancashire and is consistently higher than the North West percentage. The district breakdown reveals that the highest JSA claimant rates are in the identified SOAs in Burnley.

Industry jobs

Fig: Industry jobs as a proportion of all jobs

Area	W.sale and retail trade	Manufacturing	Real estate, renting and bus. activities	Health and social work	Education	Other community, social and personal service activities	Public administration & defence	Hotels and restaurants	Construction
East Lancs 20%	22.7	19.4	11.0	10.8	8.9	6.0	5.6	5.3	4.0
Burnley 20%	24.4	13.7	12.4	8.2	10.6	7.4	5.5	6.7	3.3
Hyndburn 20%	29.5	12.5	9.3	10.0	9.0	5.4	8.7	5.4	3.4
Pendle 20%	16.1	28.5	10.8	15.8	7.2	4.6	4.1	3.3	5.5
Rossendale 20%	20.3	31.4	10.0	5.4	7.8	6.3	3.3	6.3	3.6
Lancashire	17.0	16.8	12.8	12.9	10.4	4.2	6.2	7.1	5.1
North West	17.0	12.5	15.8	12.7	9.4	4.7	5.6	7.0	5.0

Source: Annual business inquiry, 2006; Nomis

Across the whole East Lancashire 20% the manufacturing sector together with the wholesale and retail trade account for more than 40% of jobs. Whilst there will certainly be skilled and well-paid jobs in this industry, the bulk are likely to be at a level of low skill, limiting the income levels of the area. The manufacturing sector is particularly large in the Pendle and Rossendale 20% accounting for approximately 30% of jobs.

IMD 2007 education, skills and training deprivation domain

This domain captures the extent of education deprivation for children and young people and the lack of skills and qualifications in a subset of the working age adult population.

Fig: IMD rankings against the education domain

Area	Total number of SOAs	SOAs ranked in bottom 10% nationally		SOAs ranked in bottom 20% nationally	
		No	% of all SOAs	No	% of all SOAs
East Lancs 20%	71	33	46.5	58	81.7
Burnley 20%	25	15	60.0	21	84.0
Hyndburn 20%	18	8	44.4	14	77.8
Pendle 20%	20	10	50.0	18	90.0
Rossendale 20%	8	0	0.0	5	62.5

Source: Indices of Multiple Deprivation 2007

Although not as severe as the income deprivation experienced by the study population, the education deprivation rankings show the vast majority of the identified SOAs still fall within the bottom 20% nationally for this domain. The Rossendale 20% fare better than the other districts but generally these figures show a great lack of skills and qualifications in the focus working age population.

Educational attainment

There is a low skills base present in the study population characterised by low levels of qualifications held and low levels of attainment at Key Stage 4 (GCSE).

Fig: Highest qualification held by the working age population

Area	None %	Level 1 %	Level 2 %	Level 3 %	Level 4/5 %	Other %
East Lancs 20%	50.6	19.0	18.9	6.1	10.0	7.8
Burnley 20%	50.1	19.2	19.2	6.1	10.1	7.6
Hyndburn 20%	50.3	19.5	19.0	5.5	9.5	8.2
Pendle 20%	52.8	17.7	17.6	6.4	9.9	7.6
Rossendale 20%	46.6	20.4	21.4	6.3	10.9	7.7
Lancashire	30.1	17.0	19.7	8.4	17.3	7.5

Source: Census 2001, ONS

More than half of the virtual working age population do not hold any qualifications at all compared to 30% in Lancashire.

Fig: GCSE / GNVQ results by place of residence 2006/07

Area	Pupils achieving 5+ GCSE / GNVQ grades A*-C %	Local Authority Ranking(1)	Pupils achieving 5 + GCSE / GNVQ grades A*-C including English and maths %	Pupils with no GCSE / GNVQ passes %
Burnley	42.6	352	34.4	4.0
Hyndburn	60.0	198	40.9	1.5
Pendle	48.1	343	38.7	3.6
Rossendale	64.9	102	50.1	2.6
North West	60.3	—	44.7	2.6
England	60.4	—	45.5	3.7

Note: (1) Ranking out of 354 local authorities in England

Source: Lancashire Profile; Department for Education and Skills; ONS.

Mixed results at Key Stage 4 are seen across the four districts. Whilst Hyndburn and Rossendale results are in line with regional averages, Burnley and Pendle results are far below.

Income, employment and education summary

Low incomes, low standards of education and limited access to well-paid employment are facts of life for the population of the study area. Low income levels result from a combination of low paid employment and living with state benefits as the sole source of household income.

The problem is likely to be compounded by the decline of the manufacturing sector which is important in the East Lancashire 20%, especially in the Pendle and Rossendale virtual districts. The decline means not only a fall in available jobs, but also a possible reduction in skilled employment opportunities. This will force some of the current workforce into other, less well paid sectors such as retail.

Where better paid jobs are available, the low skills base in the resident population is likely to represent a barrier to prevent the residents from accessing it. Where the decline in manufacturing translates into redundancies retraining may be required to assist in accessing other well paid employment opportunities.

Health

Good health is fundamental to an individual's ability to live a fulfilling life. Poor health can undermine any attempts to improve the circumstances of an individual or community, as a person in poor health is unlikely to be able to commit to education, training or employment.

This section provides an overview of the physical and mental health of the virtual population and the extent of health damaging behaviours. Small area data for the SOAs is used from the IMD2007, Census 2001 and MOSAIC.

Health deprivation and disability domain

The domain measures rates of poor health, early mortality and disability in the entire population of an area and covers the entire age range. It includes aspects of both mental and physical health.

Fig: IMD rankings against the health domain

Area	Total number of SOAs	SOAs ranked in bottom 10% nationally		SOAs ranked in bottom 20% nationally	
		No	% of all SOAs	No	% of all SOAs
East Lancs 20%	71	60	84.5	71	100.0
Burnley 20%	25	23	92.0	25	100.0
Hyndburn 20%	18	15	83.3	18	100.0
Pendle 20%	20	15	75.0	20	100.0
Rossendale 20%	8	7	87.5	8	100.0

Source: Indices of Multiple Deprivation 2007

Poor health is clearly experienced in the population as all the study area SOAs are ranked within the lowest quintile nationally for health deprivation. Further, more than 80% are ranked in the bottom 10% nationally.

Limiting long-term illness

Fig: Population with limiting long-term illness

Area	All people	With limiting long term illness %	Without limiting long term illness %
East Lancs 20%	111,251	23.6	75.7
Burnley 20%	38,227	24.0	75.2
Hyndburn 20%	27,898	23.6	75.2
Pendle 20%	33,396	23.0	76.5
Rossendale 20%	11,730	23.7	76.8
Lancashire	1,134,974	20.2	79.8
North West	6,729,764	20.7	79.3

Source: Census 2001, ONS

The percentage of the study population with a limiting long-term illness is higher than the county and regional averages with almost one in four living with a limiting long-term illness.

Health damaging behaviour and mental health

Hospital episode statistics (HES) record hospital admissions by the reason for admission.

MOSAIC categorise the hospital episode statistics in an area by benchmarking against the national average. Each area is categorised as either having average admissions levels, if in line with the national average, below average or low admissions if below the national average, or above average or high if above the national average.

MOSAIC alcohol and drugs data

Fig: Hospital episodes for alcohol and drugs

Area	Low	Below average	Average	Above average	High	Above Average or high
	%	%	%	%	%	%
East Lancs 20%	4.1	19.8	8.6	6.0	61.6	67.5
Burnley 20%	4.9	13.3	8.6	5.5	67.6	73.2
Hyndburn 20%	5.4	21.2	5.7	4.9	62.8	67.7
Pendle 20%	1.0	30.2	10.9	4.4	53.4	57.8
Rosendale 20%	6.3	9.4	9.4	13.7	61.1	74.9
Lancashire	48.0	10.5	11.9	6.5	23.1	29.6

Source: MOSAIC Data 2008; Experian

Hospital episodes resulting from alcohol and drug use are very high in the NI153 area; in almost 70% of the area hospital episodes are above the national average, which is more than double the Lancashire figure.

MOSAIC Mental Health Data

Fig: Hospital episodes for mental health issues

Area	Low	Below average	Average	Above average	High	Above Average or high
	%	%	%	%	%	%
East Lancs 20%	2.7	1.9	9.8	23.3	62.2	85.5
Burnley 20%	3.0	2.6	9.6	16.7	67.9	84.7
Hyndburn 20%	4.5	1.6	6.2	24.7	63.1	87.7
Pendle 20%	0.5	0.7	11.4	32.5	54.9	87.4
Rosendale 20%	3.8	3.9	14.0	16.5	61.8	78.3
Lancashire	43.3	6.2	17.4	8.8	24.3	33.1

Source: MOSAIC data 2008; Experian

Hospital episodes for mental health issues are way above par in the study area with 85.5% of the East Lancashire 20% ranking above average or high compared to just 33.1% of SOAs in Lancashire as a whole. Once again, the lowest ranking SOAs in the study area were within the Hyndburn and Pendle districts.

Health Summary

The virtual population is characterised by poor rates of health, both physical and mental. Nearly a quarter of the study population has a limiting, long-term illness which can have a negative affect on many aspects of their life and their general well-being. Health is further impacted by the prevalence of health damaging behaviours such as drug and alcohol abuse as evidenced by the MOSAIC data. Mental health issues are also present in the virtual population, both as the cause of hospital admissions and as the primary reason for incapacity benefit claims.

Community Safety

This section presents an overview of community safety within the 71 SOAs identified for this profile and particularly focuses on violent crimes and incidents, drug offences and anti-social behaviour. High crime rates have negative impacts on communities. However, fear of crime, based often on perceptions of crime rather than the reality, can be just as damaging to communities and individuals' wellbeing.

All crime figures are from Lancashire MADE Public and are for the period from July 2007 to June 2008. Survey data from the Police Opinion survey is also included to give a measure of fear of crime. However, this is not available at SOA level and is presented at district level.

Crime

Fig: All recorded crimes Jul 07 – Jun 08 per 1,000 of the population

Area	All Recorded Crimes
East Lancs 20%	149.8
Burnley 20%	196.3
Hyndburn 20%	135.5
Pendle 20%	123.7
Rossendale 20%	106.9
Lancashire	76.1

Source: Lancashire MADE Public

Crime rates are higher in the study population than in Lancashire as a whole. The number of recorded crimes per 1,000 of the study population was almost double the Lancashire rate for the period July 2007 to June 2008. Once again, it is in Burnley, the most urban district, where the figures are at their worst.

Perceptions of Crime

Police Opinion survey

The Opinion survey provides results at a district level; it is not possible to obtain results at SOA level. Across all districts at least 79% of those questioned said they felt safe in their area of residence.

Fig: Feeling safe in area of residence

Area	Feel Safe	Something happened in the last 12 months to make feel		Most common reason for feeling less safe
		More safe	Less safe	
	%	%	%	
Burnley	85	6	17	Groups of youths hanging about
Hyndburn	79	6	9	Groups of youths hanging about
Pendle	88	3	16	Groups of youths hanging about
Rossendale	82	3	8	Random assaults in the area / increase in burglaries
Lancashire		3	11	

Source: Opinion survey April 2007, Lancashire Police Authority

However, across all districts more people responded that they felt less safe than a year before than responded that they felt safer than they had a year previous. At the Lancashire level the most common reasons for feeling less safe were groups of youths hanging around and an increase in anti-social behaviour. These reasons were the most common given in three out of four districts.

Anti-social behaviour

Fig: Anti-social behaviour incidents per 1,000 of the population

Area	ASB (Police Incidents)
East Lancs 20%	189.4
Burnley 20%	241.5
Hyndburn 20%	177.9
Pendle 20%	155.9
Rossendale 20%	142.6
Lancashire	99.6

Source: Lancashire MADE Public

The recorded rates of anti-social behaviour incidents have been used here as a proxy for fear of crime as the presence of loitering gangs of people or being witness to disruptive or unruly behaviour may cause people to feel unsafe in their local area. As would be expected, these figures are also much higher than those for the county overall.

Crime domain of the indices of deprivation 2007

The crime domain of IMD2007 measures the rate of recorded crime for four major types of crime representing the risk of personal and material victimisation. Statistics from April 2004 to March 2005 are used for burglary, theft, criminal damage and violence.

Fig: IMD rankings against the crime domain

Area	Total number of SOAs	SOAs ranked in bottom 10% nationally		SOAs ranked in bottom 20% nationally	
		No	% of all SOAs	No	% of all SOAs
East Lancs 20%	71	22	31.0	41	57.7
Burnley 20%	25	14	56.0	20	80.0
Hyndburn 20%	18	2	11.1	5	27.8
Pendle 20%	20	3	15.0	10	50.0
Rossendale 20%	8	3	37.5	6	75.0

Source: Indices of Multiple Deprivation 2007

Almost half of the virtual area is ranked within the bottom quintile nationally against the crime domain and 31% of the SOAs are ranked in the bottom 10%.

Community safety summary

Rates of recorded crime are high in the study area indicating that the study population is likely to experience some crime during their life time. Fear of crime is likely to be a particular issue as many people in the study area feel unsafe as a result of groups of youths hanging about in their local area. The presence of such groups may not always result in crime, but it is certain that it engenders fear amongst locals and this will have a negative effect on their mental well-being.

Environment

This section presents an overview of the environment experienced by the virtual NI153 population. In addition to IMD2007 data, data from the Land Use Database and the Office of National Statistics on Air Quality is included. It should be noted that the latter two datasets relate to 2005 and are therefore not up to date.

Living environment deprivation domain

The living environment domain focuses on deprivation with respect to characteristics of the living environment. It comprises two sub-domains: the 'indoors' living environment which measures the quality of housing including houses without central heating, and the 'outdoors' domain which contains two measures about air quality and road traffic accidents.

Fig: IMD rankings against the living environment domain

Area	Total number of SOAs	SOAs ranked in bottom 10% nationally		SOAs ranked in bottom 20% nationally	
		No	% of all SOAs	No	% of all SOAs
East Lancs 20%	71	51	71.8	56	78.9
Burnley 20%	25	19	76.0	22	88.0
Hyndburn 20%	18	14	77.8	14	77.8
Pendle 20%	20	18	90.0	18	90.0
Rosendale 20%	8	0	0.0	2	25.0

Source: Indices of Multiple Deprivation 2007

More than seven out of ten of the 71 SOAs are ranked in the bottom 10% nationally for living environment quality. This rises to almost eight out of 10 for those ranked in the bottom 20% nationally. The Rosendale 20% experiences the least deprivation with regard to the living environment.

Air quality

Fig: Air quality combined indicator 2005

Area	Combined area quality indicator
East Lancs 20%	1.16
Burnley 20%	1.19
Hyndburn 20%	1.17
Pendle 20%	1.17
Rossendale 20%	0.97
Lancashire	1.01

Source: Communities and Local Government, Jan 2007; ONS

The virtual population suffers poor air quality in comparison to the Lancashire average. The combined air quality score for the NI153 is 1.1 compared to the Lancashire average of 1.01 (a lower score is better and the Lancashire range is from 0.63 to 1.39). The worst score for air quality is predictably in the most urban virtual district of Burnley.

Access to green space

Fig: Area of green space per 1,000 of the population (thousand m²)

Area	Area of green space (thousand m ²) per thousand of the population
East Lancs 20%	222.7
Burnley 20%	160.8
Hyndburn 20%	128.7
Pendle 20%	69.6
Rossendale 20%	1,065.8
Lancashire	2,221.2

Source: Land Use Statistics (Generalised land use database) 2005; Neighbourhood Statistics

The virtual population fare badly in terms of access to green space with access to a tenth of that available to the Lancashire population. Burnley and Pendle have particularly low levels of access, which is likely due to the urban location.

Environment Summary

Physical environment can play a big part in the health and well-being of a population. The virtual population live in areas characterised by poor quality housing, poor air quality and limited access to green space. Air quality and access to green space in particular can have a detrimental impact on health and particularly on well-being. The IMD 2007 environment domain indicates that some of the population may be living in inadequate properties without central heating; the lack of which would have obvious impacts on health.

Conclusions

The target population for the Citizens' Advice in Primary Care project in East Lancashire is characterised by high levels of ethnic diversity and a younger population than would be expected given the Lancashire averages. It appears likely that the areas act as reception areas for incomers who may move on again once they have secured accommodation in "better" neighbourhoods. The availability of rented accommodation will facilitate this population churn – the rental sector is significant compared to Lancashire averages. A majority of residents still own their own homes in the areas and with the current downturn in the financial markets and the associated interest rate rises it is likely that a number of such residents will be struggling to manage their mortgages along with any other debt.

Household income is generally low in the study area which is due to a combination of reliance on state benefits and low paid employment in the largest employment sector of retail. The manufacturing sector is still significant in these communities although the realities of its decline will mean redundancies are a fact of life for those in this type of employment. Such people will need support to obtain new employment and the low skills and education base may well mean a requirement for retraining. Where workers are becoming redundant or being forced into lower skilled and lower paid work, defaulting on debts may again be commonplace.

Poor health, both mental and physical, is prevalent within the virtual population. Health is further impacted by the prevalence of health damaging behaviours such as drug and alcohol abuse and it is likely that the three aspects form a vicious cycle of worsening health with increases in one leading to further impacts on the other two. Well-being is also impacted by crime rates and particularly perceptions of crime. The high levels of anti-social behaviour are likely to create anxiety which will impact negatively on mental well-being.

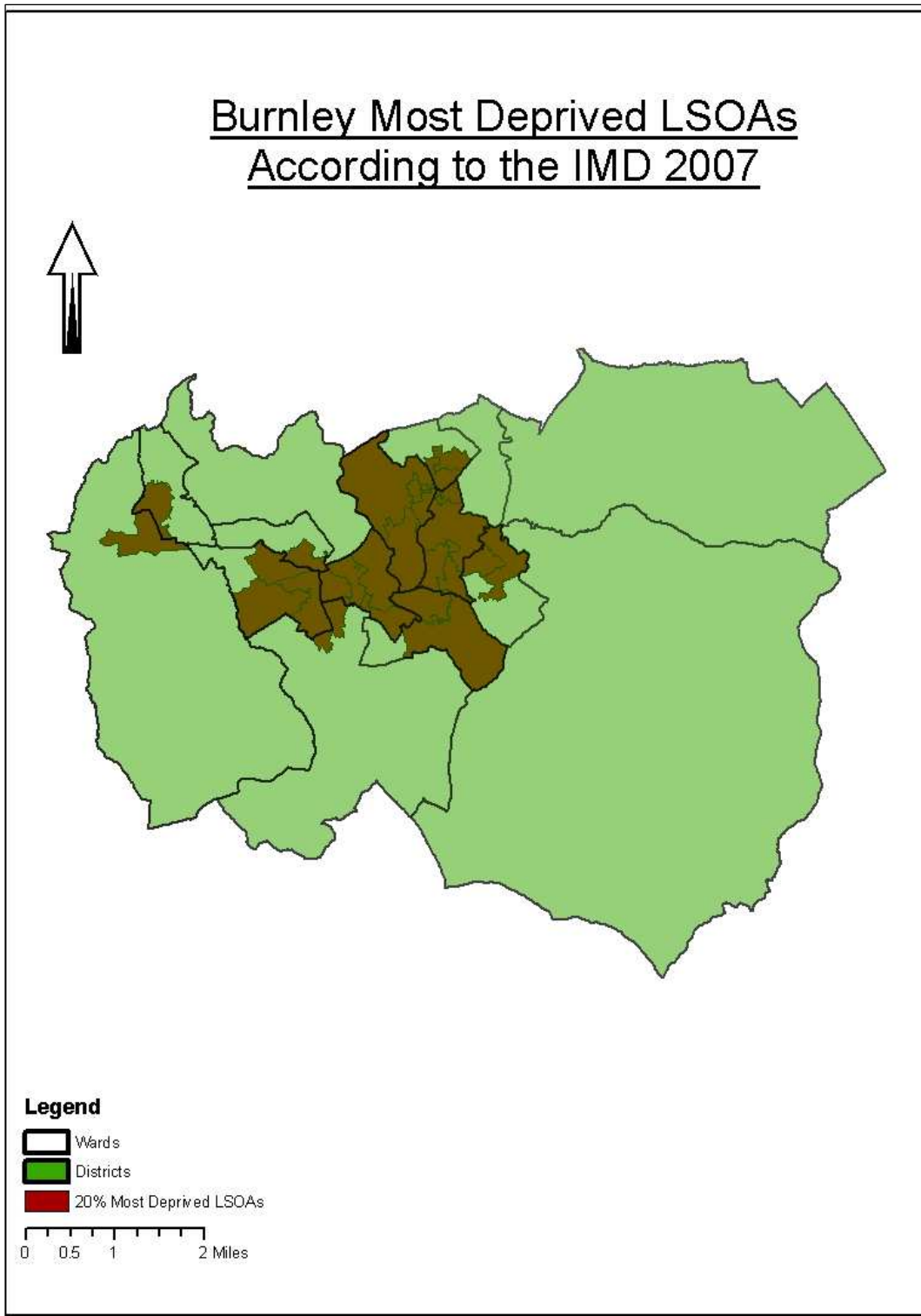
The virtual population will experience poor physical environments both internally and externally. Low air quality and limited access to green space are both consequences of urban environments and will limit opportunities for physical exercise. Poor standards of housing are highlighted by the study and the IMD in particular suggests that homes without central heating may be common within the study area. The availability of grants for insulation and central heating will be of interest to these groups. Where central heating is available there may be issues of fuel poverty as a result of the combination of low incomes and the current high oil prices.

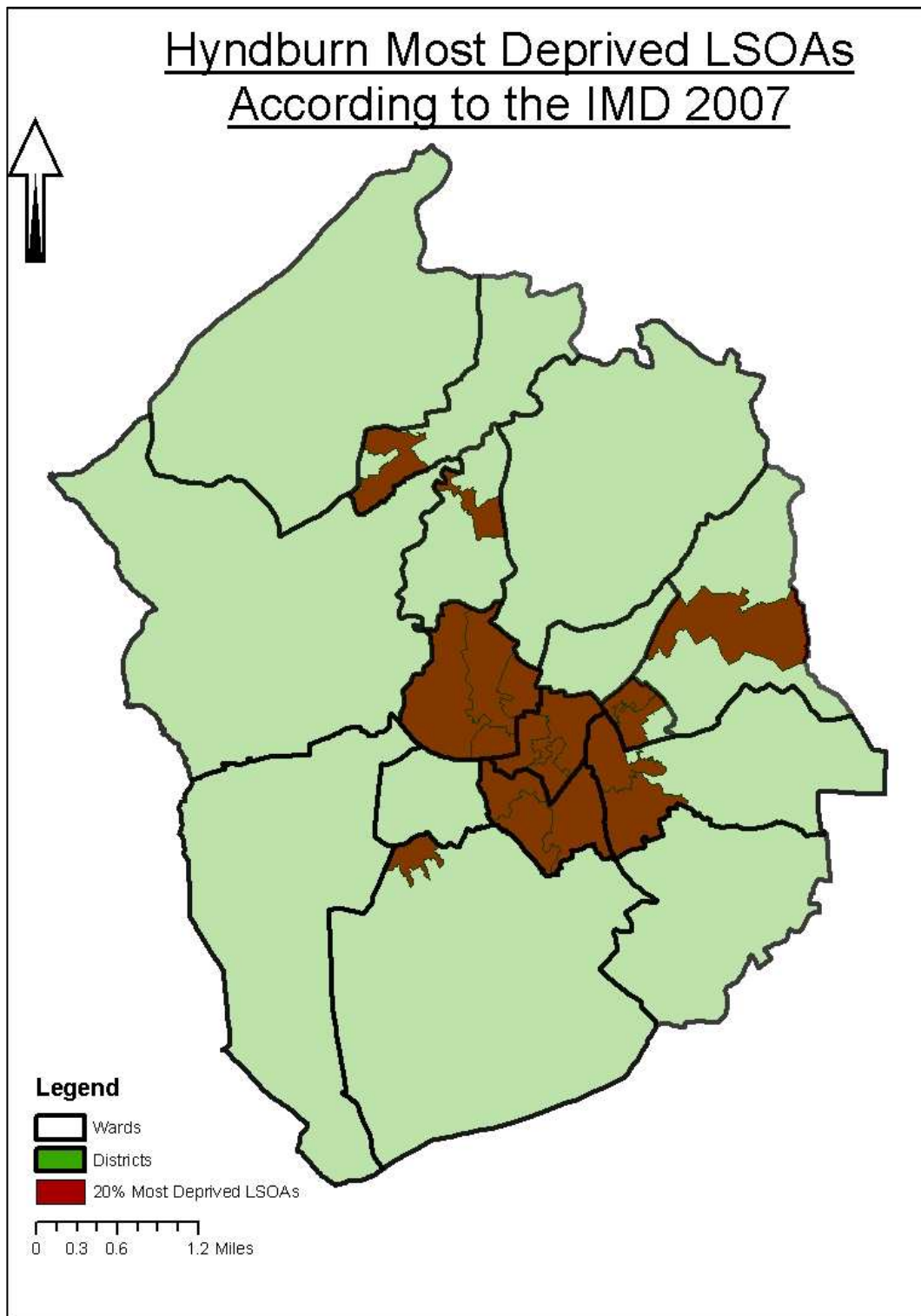
Appendix A: Super output areas identified for the study

LSOA Code	Ward	District
E01024855	Bank Hall	Burnley
E01024856	Bank Hall	Burnley
E01024857	Bank Hall	Burnley
E01024858	Bank Hall	Burnley
E01024863	Brunshaw	Burnley
E01024865	Brunshaw	Burnley
E01024872	Coal Clough with Deerplay	Burnley
E01024875	Daneshouse with Stoneyholme	Burnley
E01024876	Daneshouse with Stoneyholme	Burnley
E01024877	Daneshouse with Stoneyholme	Burnley
E01024878	Daneshouse with Stoneyholme	Burnley
E01024882	Gannow	Burnley
E01024885	Gawthorpe	Burnley
E01024890	Hapton with Park	Burnley
E01024895	Queensgate	Burnley
E01024898	Queensgate	Burnley
E01024899	Rosegrove with Lowerhouse	Burnley
E01024900	Rosegrove with Lowerhouse	Burnley
E01024902	Rosegrove with Lowerhouse	Burnley
E01024904	Rosehill with Burnley Wood	Burnley
E01024906	Rosehill with Burnley Wood	Burnley
E01024907	Trinity	Burnley
E01024908	Trinity	Burnley
E01024909	Trinity	Burnley
E01024910	Trinity	Burnley
E01025036	Barnfield	Hyndburn
E01025037	Barnfield	Hyndburn
E01025041	Central	Hyndburn
E01025042	Central	Hyndburn
E01025043	Central	Hyndburn
E01025044	Church	Hyndburn
E01025045	Church	Hyndburn
E01025046	Church	Hyndburn
E01025047	Church	Hyndburn
E01025049	Clayton-le-Moors	Hyndburn
E01025051	Huncoat	Hyndburn
E01025055	Immanuel	Hyndburn
E01025062	Netherton	Hyndburn
E01025067	Peel	Hyndburn
E01025068	Peel	Hyndburn
E01025082	Spring Hill	Hyndburn
E01025083	Spring Hill	Hyndburn
E01025084	Spring Hill	Hyndburn
E01025181	Bradley	Pendle
E01025182	Bradley	Pendle
E01025183	Bradley	Pendle
E01025184	Bradley	Pendle
E01025185	Brierfield	Pendle

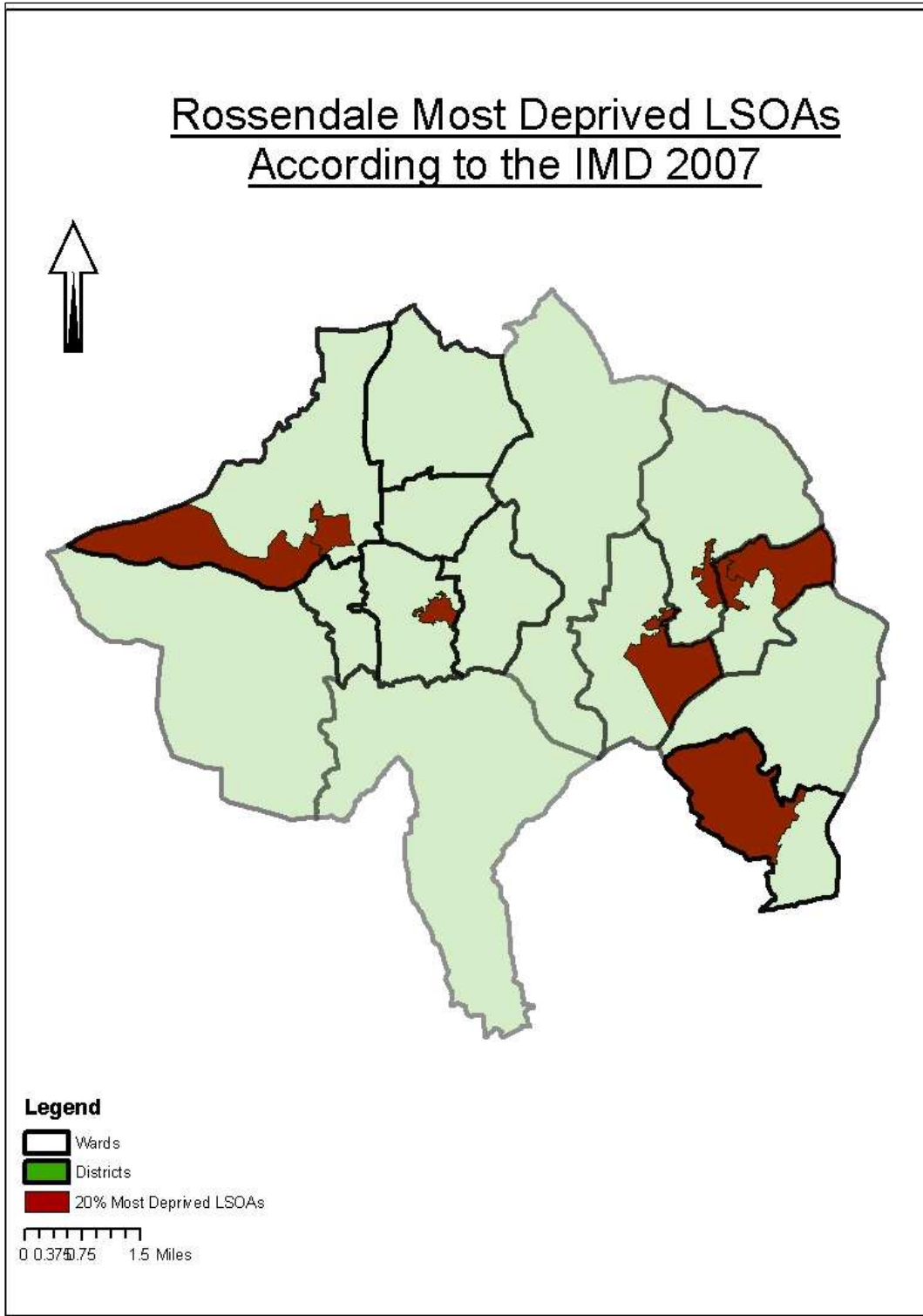
LSOA Code	Ward	District
E01025186	Brierfield	Pendle
E01025188	Clover Hill	Pendle
E01025189	Clover Hill	Pendle
E01025207	Horsfield	Pendle
E01025215	Reedley	Pendle
E01025217	Southfield	Pendle
E01025218	Southfield	Pendle
E01025219	Southfield	Pendle
E01025220	Vivary Bridge	Pendle
E01025223	Vivary Bridge	Pendle
E01025224	Walverden	Pendle
E01025226	Waterside	Pendle
E01025227	Waterside	Pendle
E01025229	Whitefield	Pendle
E01025230	Whitefield	Pendle
E01025369	Greensclough	Rossendale
E01025376	Healey and Whitworth	Rossendale
E01025381	Irwell	Rossendale
E01025382	Irwell	Rossendale
E01025385	Longholme	Rossendale
E01025389	Stacksteads	Rossendale
E01025396	Worsley	Rossendale
E01025397	Worsley	Rossendale

Appendix B: District maps highlighting the SOAs









Appendix C: MOSAIC Groups

Group A: Symbols of Success

People whose lives are 'successful' by whatever yardsticks society commonly uses to measure success. These are people who have rewarding careers rather than jobs, who live in sought after locations, who drive the more modern and expensive cars and who indulge in the most exotic leisure pursuits. Most, though not all, appear to enjoy stable household arrangements.

Group B: Happy Families

Happy Families contains people whose focus is on career, home and family. These are mostly younger age groups who are married, or at least in a permanent relationship, and are now raising children in post war family houses, often in areas of the country with rapidly growing populations. The focus of expenditure is on equipment for the home and garden, and the immediate family unit is the principal focus of leisure activities.

Group C: Suburban Comfort

Suburban Comfort comprises people who have successfully established themselves and their families in comfortable homes in mature suburbs. Children are becoming more independent, work is becoming less of a challenge and interest payments on homes and other loans are becoming less burdensome. With more time and money on their hands, people can relax and focus on activities that they find intrinsically rewarding.

Group D: Ties of Community

Ties of Community is comprised of people whose lives are mostly played out within the confines of close knit communities. Living mostly in older houses in inner city neighbourhoods or in small industrial towns, most of these people own their homes, drive their own cars and hold down responsible jobs. Community norms rather than individual material ambitions shape the pattern of most residents' consumption.

Group E: Urban Intelligence

Urban Intelligence mostly contains young and well educated people who are open to new ideas and influences. Young and single, and few encumbered with children, these people tend to be avid explorers of new ideas and fashions, cosmopolitan in their tastes and liberal in their social attitudes. Whilst eager consumers of the media and with a sophisticated understanding of brand values, they like to be treated as individuals, and value authenticity over veneer.

Group F: Welfare Borderline

Welfare Borderline is comprised of many people who are struggling to achieve the material and personal rewards that are assumed to be open to all in an affluent society. Few hold down rewarding or well paying jobs and, as a result, most rely on the council for their accommodation, on public transport to get around and on state benefits to fund even the bare essentials. The lack of stability in many family formations undermines social networks and leads to high levels of anti social behaviour among local children.

Group G: Municipal Dependency

Municipal Dependency mostly contains families on lower incomes who live on large municipal council estates where few of the tenants have exercised their right to buy. Often isolated in the outer suburbs of large provincial cities, Municipal Dependency is characterised as much by low aspirations as by low incomes. Here people watch a lot of television and buy trusted mainstream brands from shops that focus on price rather than range or service.

Group H: Blue Collar Enterprise

Blue Collar Enterprise comprises people who, though not necessarily very well educated, are practical and enterprising in their orientation. Many of these people live in what were once council estates but where tenants have exercised their right to buy. They own their cars, provide a reliable source of labour to local employers and are streetwise consumers. Tastes are mass market rather than individualistic and focus on providing comfort and value to family members.

Group I: Twilight Subsistence

Twilight Subsistence consists of elderly people who are mostly reliant on state benefits, and live in housing designed by local authorities and housing associations. Some live in old people's homes or sheltered accommodation, while others live in small bungalows, set in small enclaves within larger council estates. Most of these people spend money only on the basic necessities of life.

Group J: Grey Perspectives

Grey Perspectives consists mostly of pensioners who own their homes and who have some source of income beyond the basic state pension. Many of these people have, on retirement, moved to the seaside or the countryside to live among people similar to themselves. Today many of these people have quite active lifestyles and are considered in their purchasing decisions.

Group K: Rural Isolation

Rural Isolation contains people whose pattern of living is distinctively rural. They live not just outside major population centres but also deep in the countryside, in small communities which have been little influenced by the influx of urban commuters. These are places where people with different levels of income share attachments to local communities, and where engagement with the community and with the natural environment are more important to most residents than material consumption.