

Results : Leisure - at your service

This report presents results regarding "Leisure – at your service" from Survey 9 of the People's Panel West Lancashire, carried out in Winter 2005/06.

The survey involved 1,123 members of the People's Panel West Lancashire: a response rate of 82.6% on the current membership of 1,360.

The results are based on the 1,123 questionnaires returned, and exclude the members who failed to respond to the survey. The label "no-response" used in some tables indicates the % of respondents to the survey who failed to answer an individual question or part question. As a result of rounding and weighting, some results might not precisely tally between tables.

The People's Panel is generally representative of the total population of West Lancashire in terms of ward populations, ethnicity and gender. However, there is some under-representation of specific age groups. Therefore, to ensure that the distribution of responses is representative of the West Lancashire electoral population as a whole, the survey results have been weighted, based on age within gender population.

The People's Panel West Lancashire was recruited in Summer 2003 using probability (random) sampling, stratified by ward, which means that it has a good standard of statistical validity. The Panel was "refreshed" in summer 2005 when around a third of members were retired, and other residents were recruited to replace them. The reliability of the survey is enhanced by the high number of respondents.

The survey results are estimates of the figure in the whole population which would have given a particular response if everyone had been asked. There is, therefore, always a 'margin of error' which depends, for each question, on the size of the percentage and the number of people who answered the question. The greater the number of respondents, the smaller is the margin of error.

In order to assist with the interpretation of the results, a table is given overleaf which enables the margin of error for each individual result to be calculated.

Margin of error

The table below is an approximate guide to the margin of error appropriate to a specific result percentage and size of base (weighted number of members that question applies to) and based on a 95% confidence level (this is the same high level demanded by Government for Performance indicator surveys, and means that we can be 95% certain that we did not arrive at the result by chance.) The formula used to calculate the margin of error is a widely used one but generally assumes that the sample which was drawn was a simple random one. However, this formula is often used as a rule of thumb for all types of sample. As can be seen, the margin of error for any particular percentage given in the survey analyses depends both on the size of the percentage and the weighted base.

How to use the table

In the left hand column, select the figure closest to the 'size of base' (i.e. the number of people who answered the question: these figures are given at the bottom of each of the results tables.) On the top row, select the column with the percentage closest to your % result. The margin of error is the figure where the row and column intersect.

For example: results show that 57.3% of Panel members said they were very or fairly satisfied with parks and countryside sites. The weighted base was 1166. Therefore the margin of error is 2.8%. This means that the true % is 57.3% +/- 2.8% i.e. it lies between 54.5% and 60.1%.

Size of base*	Percentage with the characteristic :									
	95 or 5	90 or 10	85 or 15	80 or 20	75 or 25	70 or 30	65 or 35	60 or 40	55 or 45	50
	+/- %									
50	6.0	8.3	9.9	11.1	12.0	12.7	13.2	13.6	13.8	13.9
100	4.3	5.9	7.0	7.8	8.5	9.0	9.3	9.6	9.8	9.8
150	3.5	4.8	5.7	6.4	6.9	7.3	7.6	7.8	8.0	8.0
200	3.0	4.2	4.9	5.5	6.0	6.4	6.6	6.8	6.9	6.9
250	2.7	3.7	4.4	5.0	5.4	5.7	5.9	6.1	6.2	6.2
300	2.5	3.4	4.0	4.5	4.9	5.2	5.4	5.5	5.6	5.6
350	2.3	3.1	3.7	4.2	4.5	4.8	5.0	5.1	5.2	5.2
400	2.1	2.9	3.5	3.9	4.2	4.5	4.7	4.8	4.9	4.9
450	2.0	2.8	3.3	3.7	4.0	4.2	4.4	4.5	4.6	4.6
500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4
600	1.7	2.4	2.9	3.2	3.5	3.7	3.8	3.9	4.0	4.0
700	1.6	2.2	2.6	3.0	3.2	3.4	3.5	3.6	3.7	3.7
800	1.5	2.1	2.5	2.8	3.0	3.2	3.3	3.4	3.4	3.5
900	1.4	2.0	2.3	2.6	2.8	3.0	3.1	3.2	3.3	3.3
1000	1.4	1.9	2.2	2.5	2.7	2.8	3.0	3.0	3.1	3.1
1100	1.3	1.8	2.1	2.4	2.6	2.7	2.8	2.9	2.9	3.0
1200	1.2	1.7	2.0	2.3	2.5	2.6	2.7	2.8	2.8	2.8

* weighted number of members answering the question

Panel members were informed that West Lancashire District Council offers a wide range of opportunities for people to enjoy in their leisure time. Facilities include swimming pools, sports halls, outdoor pitches, country parks and the Chapel Gallery which are provided by the Council or operated by the West Lancashire Community Leisure Trust on behalf of the Council.

Members were asked to indicate how satisfied or dissatisfied they were with these leisure facilities. The information provided by members will help the Council see where it needs to make improvements.

1. Satisfaction with specific Council leisure facilities

Panel members were asked how satisfied or dissatisfied they were with each of the following leisure and cultural facilities :

- Swimming pools operated by the West Lancashire Community Leisure Trust on behalf of the Council ie Nye Bevan Pool in Skelmersdale and Park Pool in Ormskirk
- Sports centres operated by the West Lancashire Community Leisure Trust on behalf of the Council ie Skelmersdale Sports Centre, Burscough Sports Centre, North Meols Community Leisure Centre and the fitness suite at Park Pool, Ormskirk
- Outdoor sports pitches provided by the Council in various parts of the District
- Children's play areas provided by the Council in various parts of the District
- Parks and countryside sites managed by the Council in various parts of the District
- Community centres and meeting rooms provided by the Council
- Events and activities organised by the Council eg guided walks, Green Fayre, Christmas light switch-ons
- The Chapel Gallery in Ormskirk run by the Council

The results, set out in Table 1 overleaf, show that satisfaction ratings varied considerably by facility.

The highest satisfaction rating was given to the parks and countryside sites (57.3% of members completing Survey 9 saying they were very or fairly satisfied). Another 17.9% said they were neither satisfied nor dissatisfied. Council organised events and activities also attracted relatively high satisfaction ratings - 46.9% of members being very/fairly satisfied with a further 24.6% having no strong opinion.

Almost two-fifths (39.4%) of members were very or fairly satisfied with the swimming pools operated by the Leisure Trust on behalf of the Council whilst the comparative proportion for sports centres was 35.2%. Relatively high proportions of members (31.0% and 37.5% respectively) were unable to give satisfaction ratings for swimming pools and sports centres.

Similar satisfaction ratings were given to The Chapel Gallery and community centres/meeting rooms, with 33.9% and 30.9% respectively of members saying they were very or fairly satisfied. More than two-thirds (44.0%) of members were unable to give a satisfaction rating for The Chapel Gallery whilst 19.1% indicated they were neither satisfied nor dissatisfied. In the case of community centres and meeting rooms, more than a third (34.5%) answered "don't know" and more than a quarter (27.3%) had no strong opinion.

With regard to children's play areas, more than a quarter of members (28.1%) said they were very or fairly satisfied whilst 23.6% were very or fairly dissatisfied. Just over a quarter (25.8%) were uncertain whilst 21.3% had no strong opinion.

23.4% of members indicated they were very/fairly satisfied with the outdoor sports pitches provided by the Council whilst a similar proportion (23.5%) were neither satisfied nor dissatisfied. Almost two-fifths (39.9%) were unable to give a satisfaction rating.

Table 1: Satisfaction with specific Council leisure facilities (2005/06)

	% of members indicating :							Total
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No response	
Swimming pools	9.0%	30.4%	17.7%	6.4%	3.8%	31.0%	1.6%	100.0%
Sports centres	6.2%	29.0%	20.0%	4.1%	1.9%	37.5%	1.3%	100.0%
Outdoor sports pitches	3.1%	20.3%	23.5%	7.6%	4.5%	39.9%	1.2%	100.0%
Children's play areas	4.3%	23.8%	21.3%	12.5%	11.1%	25.8%	1.2%	100.0%
Parks and countryside sites	7.9%	49.4%	17.9%	8.3%	3.8%	11.8%	0.8%	100.0%
Community centres and meeting rooms	5.7%	25.2%	27.3%	5.0%	1.4%	34.5%	1.0%	100.0%
Council-organised events and activities	9.7%	37.2%	24.6%	4.3%	3.0%	20.1%	0.9%	100.0%
The Chapel Gallery	11.6%	22.3%	19.1%	1.1%	0.7%	44.0%	1.3%	100.0%

(Weighted base- completing survey = 1166)

The same questions were put to members of previous Panels during Summer 2004 and Winter 2002/03.

Tables 2a - 9a on the following pages compare the three sets of results. In addition, Tables 2b-9b show the satisfaction ratings for 2005/06 broken down by age, gender, disability and area of residence. It must be noted that these breakdowns involve smaller numbers of Panel members and therefore the margin of error will be greater.

2. Satisfaction with swimming pools

Table 2a below shows a slight fall in both satisfaction and dissatisfaction levels with the swimming pools. During Winter 2002/03, 42.8% of members were very or fairly satisfied with the swimming pools; by Winter 2005/06 the proportion had fallen to 39.4%. Similarly, 14.2% were very or fairly dissatisfied during Winter 2002/03; three years later the proportion was 10.2%. The proportions with no strong opinion increased slightly over the three years whilst for those answering "don't know", there was a slight fall between Summer 2004 and Winter 2005/06.

Table 2b overleaf shows some variation in satisfaction levels for 2005/06 particularly by age and area. For example, 45.3% of members aged 25-44 indicated they were very or fairly satisfied with the swimming pools; the comparative proportion for those aged 65+ was 30.6%. Satisfaction levels in Skelmersdale/Up Holland were much higher than those in Northern Parishes (46.6% and 26.7% respectively). Relatively high proportions of members aged 65+ and those living in Northern Parishes answered "don't know".

Table 2a : Satisfaction with swimming pools- Comparisons 2002/03, 2004 and 2005/06

	Satisfaction with swimming pools :		
	Winter 2002/03	Summer 2004	Winter 2005/06
Very satisfied	9.0%	10.9%	9.0%
Fairly satisfied	33.8%	30.4%	30.4%
Neither satisfied nor dissatisfied	12.4%	13.5%	17.7%
Fairly dissatisfied	10.4%	7.3%	6.4%
Very dissatisfied	3.8%	3.7%	3.8%
Don't know	29.2%	32.5%	31.0%
No response	1.4%	1.7%	1.6%
Total	100.0%	100.0%	100.0%

(Weighted base- completing survey : Winter 2002/03 = 957, Summer 2004 = 915, Winter 2005/06 = 1166)

Table 2b : Satisfaction with swimming pools- by age, gender, disability and area of residence (2005/06)

	Satisfaction with swimming pools :							
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No response	Total
Broad age group								
16-24	3.8%	34.6%	30.8%	11.5%	3.8%	15.4%	0.0%	100.0%
25-44	9.4%	35.9%	16.2%	7.1%	5.7%	25.4%	0.3%	100.0%
45-64	9.6%	29.4%	16.4%	5.7%	4.2%	33.8%	1.0%	100.0%
65+	9.6%	21.0%	13.7%	3.7%	1.4%	46.1%	4.6%	100.0%
No response	11.0%	30.5%	19.5%	4.9%	1.2%	28.0%	4.9%	100.0%
Gender								
Male	8.7%	27.6%	18.6%	7.2%	3.7%	33.0%	1.1%	100.0%
Female	9.2%	32.8%	16.9%	5.7%	4.0%	29.3%	2.1%	100.0%
Disability								
With a limiting disability	8.6%	27.2%	16.7%	4.3%	3.1%	35.8%	4.3%	100.0%
With a non limiting disability or no disability	9.0%	31.0%	17.9%	6.6%	3.8%	30.5%	1.2%	100.0%
No response	16.7%	33.3%	16.7%	16.7%	16.7%	0.0%	0.0%	100.0%
Area of residence								
Skelmersdale/Up Holland	11.7%	34.9%	20.0%	5.1%	4.8%	22.1%	1.3%	100.0%
Ormskirk/Aughton & Western Parishes	11.7%	33.5%	14.9%	8.2%	3.5%	26.8%	1.5%	100.0%
Northern Parishes	3.6%	23.1%	18.5%	5.9%	3.1%	43.8%	2.1%	100.0%
TOTAL	9.0%	30.4%	17.7%	6.4%	3.8%	31.0%	1.6%	100.0%

(Weighted base - completing survey = 1166. Age : 16-24 = 129, 25-44 = 351, 45-64 = 385, 65+ = 219, no response = 82. Gender : male = 539, female = 627. Disability : with a limiting disability = 162, with a non-limiting disability or no disability = 998, no response = 6. Area of residence : Skelmersdale/Up Holland = 374, Ormskirk/Aughton & Western Parishes = 402, Northern Parishes = 390)

3. Satisfaction with sports centres

Table 3a below shows some fluctuation in satisfaction levels with the sports centres. Between Winter 2002/03 and Summer 2004 there was an increase in the proportion of members who were very or fairly satisfied with the sports centres (from 32.6% to 37.9%) but by Winter 2005/06 the proportion had fallen to 35.2%.

Table 3b overleaf shows some variation in satisfaction levels for 2005/06 particularly by age and area. For example, 42.1% of members aged 25-44 indicated they were very or fairly satisfied with the sports centres; the comparative proportion for those aged 65+ was 24.2%. Satisfaction levels in Skelmersdale/Up Holland were higher than those in Ormskirk/Aughton & Western Parishes (40.1% and 31.8% respectively). More than half (53.9%) of members aged 65+ answered "don't know".

Table 3a: Satisfaction with sports centres - comparisons 2002/03, 2004 and 2005/06

	Satisfaction with sports centres :		
	Winter 2002/03	Summer 2004	Winter 2005/06
Very satisfied	5.8%	7.0%	6.2%
Fairly satisfied	26.8%	30.9%	29.0%
Neither satisfied nor dissatisfied	17.8%	18.2%	20.0%
Fairly dissatisfied	4.6%	4.1%	4.1%
Very dissatisfied	3.5%	1.6%	1.9%
Don't know	40.0%	36.9%	37.5%
No response	1.5%	1.3%	1.3%
Total	100.0%	100.0%	100.0%

(Weighted base- completing survey : Winter 2002/03 = 957, Summer 2004 = 915, Winter 2005/06 = 1166)

Table 3b : Satisfaction with sports centres- by age, gender, disability and area of residence (2005/06)

	Satisfaction with sports centres :							
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No response	Total
Broad age group								
16-24	3.8%	34.6%	34.6%	3.8%	0.0%	23.1%	0.0%	100.0%
25-44	6.8%	35.3%	18.8%	5.4%	3.1%	30.5%	0.0%	100.0%
45-64	6.2%	28.2%	17.4%	4.4%	1.6%	41.2%	1.0%	100.0%
65+	6.8%	17.4%	16.4%	1.4%	0.5%	53.9%	3.7%	100.0%
No response	4.9%	28.0%	23.2%	3.7%	6.1%	29.3%	4.9%	100.0%
Gender								
Male	5.8%	31.7%	18.6%	4.8%	2.0%	36.2%	0.9%	100.0%
Female	6.5%	26.8%	21.2%	3.5%	1.8%	38.6%	1.6%	100.0%
Disability								
With a limiting disability	4.9%	25.3%	21.0%	1.2%	3.1%	40.1%	4.3%	100.0%
With a non limiting disability or no disability	6.4%	29.5%	19.8%	4.5%	1.6%	37.3%	0.9%	100.0%
No response	16.7%	50.0%	16.7%	0.0%	16.7%	0.0%	0.0%	100.0%
Area of residence								
Skelmersdale/Up Holland	6.4%	33.7%	22.7%	6.1%	3.7%	26.5%	0.8%	100.0%
Ormskirk/Aughton & Western Parishes	6.2%	25.6%	20.4%	4.2%	0.7%	41.5%	1.2%	100.0%
Northern Parishes	5.9%	27.9%	17.2%	1.8%	1.3%	44.1%	1.8%	100.0%
TOTAL	6.2%	29.0%	20.0%	4.1%	1.9%	37.5%	1.3%	100.0%

(Weighted base - completing survey = 1166. Age : 16-24 = 129, 25-44 = 351, 45-64 = 385, 65+ = 219, no response = 82. Gender : male = 539, female = 627. Disability : with a limiting disability = 162, with a non-limiting disability or no disability = 998, no response = 6. Area of residence : Skelmersdale/Up Holland = 374, Ormskirk/Aughton & Western Parishes = 402, Northern Parishes = 390)

4. Satisfaction with outdoor sports pitches

Table 4a below reveals a continuing increase in Panel members' satisfaction with the Council's outdoor sports pitches (16.6% during Winter 2002/03, 22.4% in Summer 2004 and 23.4% during Winter 2005/06).

Table 4b overleaf shows that satisfaction with the outdoor sports pitches provided by the Council varied, particularly by area and age. Over a quarter (26.5%) of members from Skelmersdale/Up Holland were very or fairly satisfied whilst the comparative proportion for those from Ormskirk/Aughton & Western Parishes was 18.9%. Dissatisfaction levels were also well above average in Skelmersdale/Up Holland (20.1% being very/fairly dissatisfied) but levels of uncertainty were below average. Satisfaction levels were highest amongst members aged 65+ (25.7%) compared with younger ones aged 16-24 (19.2%). Just over half (50.5%) of older members aged 65+ were unable to give a rating.

Table 4a : Satisfaction with outdoor sports pitches- Comparisons 2002/03, 2004 and 2005/06

	Satisfaction with outdoor sports pitches :		
	Winter 2002/03	Summer 2004	Winter 2005/06
Very satisfied	1.1%	3.8%	3.1%
Fairly satisfied	15.5%	18.6%	20.3%
Neither satisfied nor dissatisfied	22.0%	23.4%	23.5%
Fairly dissatisfied	10.2%	6.9%	7.6%
Very dissatisfied	4.6%	5.0%	4.5%
Don't know	45.4%	41.1%	39.9%
No response	1.2%	1.2%	1.2%
Total	100.0%	100.0%	100.0%

(Weighted base- completing survey : Winter 2002/03 = 957, Summer 2004 = 915, Winter 2005/06 = 1166)

Table 4b : Satisfaction with outdoor sports pitches- by age, gender, disability and area of residence (2005/06)

	Satisfaction with outdoor sports pitches :							
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No response	Total
Broad age group								
16-24	3.8%	15.4%	30.8%	11.5%	3.8%	34.6%	0.0%	100.0%
25-44	2.0%	23.6%	26.2%	8.8%	7.1%	31.9%	0.3%	100.0%
45-64	2.3%	18.7%	23.4%	7.8%	3.9%	43.4%	0.5%	100.0%
65+	6.9%	18.8%	15.6%	3.2%	1.8%	50.5%	3.2%	100.0%
No response	0.0%	24.4%	22.0%	7.3%	3.7%	37.8%	4.9%	100.0%
Gender								
Male	1.9%	21.0%	24.5%	9.9%	4.5%	37.5%	0.7%	100.0%
Female	4.1%	19.6%	22.5%	5.6%	4.5%	41.9%	1.8%	100.0%
Disability								
With a limiting disability	1.2%	23.6%	19.9%	9.9%	5.0%	37.3%	3.1%	100.0%
With a non limiting disability or no disability	3.4%	19.7%	24.0%	7.0%	4.5%	40.4%	0.9%	100.0%
No response	0.0%	16.7%	16.7%	50.0%	0.0%	16.7%	0.0%	100.0%
Area of residence								
Skelmersdale/Up Holland	3.5%	23.0%	23.5%	11.5%	8.6%	29.4%	0.5%	100.0%
Ormskirk/Aughton & Western Parishes	2.5%	16.4%	25.6%	6.5%	2.5%	45.2%	1.5%	100.0%
Northern Parishes	3.3%	21.8%	21.3%	4.9%	2.6%	44.4%	1.8%	100.0%
TOTAL	3.1%	20.3%	23.5%	7.6%	4.5%	39.9%	1.2%	100.0%

(Weighted base - completing survey = 1166. Age : 16-24 = 129, 25-44 = 351, 45-64 = 385, 65+ = 219, no response = 82. Gender : male = 539, female = 627. Disability : with a limiting disability = 162, with a non-limiting disability or no disability = 998, no response = 6. Area of residence : Skelmersdale/Up Holland = 374, Ormskirk/Aughton & Western Parishes = 402, Northern Parishes = 390)

5. Satisfaction with children's play areas

Table 5a below shows that between Summer 2004 and Winter 2005/06 there was a very slight fall (28.7% to 28.1%) in Panel members' satisfaction with the children's play areas provided by the Council albeit not to the level of Winter 2002/03 (20.1%). Dissatisfaction levels have continued to decrease (from 32.9% during 2002/03 to 23.6% three years later). Levels of uncertainty have also continued to fall.

Table 5b overleaf shows some variation in satisfaction with children's play areas. For example, 33.5% of members aged 65+ indicated they were very or fairly satisfied; the comparative proportion for those 45-64 was 23.8%. Dissatisfaction levels in Skelmersdale/Up Holland (37.7%) and amongst those aged 25-44 (36.7%) were well above the average (23.6%).

Table 5a : Satisfaction with children's play areas- Comparisons 2002/03, 2004 and 2005/06

	Satisfaction with children's play areas :		
	Winter 2002/03	Summer 2004	Winter 2005/06
Very satisfied	2.5%	4.4%	4.3%
Fairly satisfied	17.6%	24.3%	23.8%
Neither satisfied nor dissatisfied	16.9%	18.2%	21.3%
Fairly dissatisfied	16.1%	14.2%	12.5%
Very dissatisfied	16.8%	10.4%	11.1%
Don't know	28.9%	27.3%	25.8%
No response	1.2%	1.1%	1.2%
Total	100.0%	100.0%	100.0%

(Weighted base- completing survey : Winter 2002/03 = 957, Summer 2004 = 915, Winter 2005/06 = 1166)

Table 5b : Satisfaction with children's play areas- by age, gender, disability and area of residence (2005/06)

	Satisfaction with children's play areas :							Total
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No response	
Broad age group								
16-24	3.8%	26.9%	26.9%	15.4%	7.7%	19.2%	0.0%	100.0%
25-44	3.4%	25.0%	19.6%	18.5%	18.2%	15.3%	0.0%	100.0%
45-64	3.1%	20.7%	22.5%	11.1%	9.6%	32.1%	0.8%	100.0%
65+	8.7%	24.8%	15.6%	5.0%	5.0%	37.2%	3.7%	100.0%
No response	3.7%	24.4%	29.3%	9.8%	8.5%	20.7%	3.7%	100.0%
Gender								
Male	3.5%	26.2%	22.8%	9.8%	10.0%	26.7%	0.9%	100.0%
Female	5.1%	21.7%	20.0%	14.9%	12.0%	24.9%	1.4%	100.0%
Disability								
With a limiting disability	4.9%	22.8%	20.4%	7.4%	14.8%	26.5%	3.1%	100.0%
With a non limiting disability or no disability	4.3%	23.9%	21.3%	13.3%	10.5%	25.8%	0.9%	100.0%
No response	0.0%	33.3%	33.3%	33.3%	0.0%	0.0%	0.0%	100.0%
Area of residence								
Skelmersdale/Up Holland	4.3%	22.7%	18.7%	17.9%	19.8%	15.8%	0.8%	100.0%
Ormskirk/Aughton & Western Parishes	4.7%	24.1%	21.9%	9.2%	6.5%	31.8%	1.7%	100.0%
Northern Parishes	3.8%	24.4%	23.1%	10.8%	7.4%	29.2%	1.3%	100.0%
TOTAL	4.3%	23.8%	21.3%	12.5%	11.1%	25.8%	1.2%	100.0%

(Weighted base - completing survey = 1166. Age : 16-24 = 129, 25-44 = 351, 45-64 = 385, 65+ = 219, no response = 82. Gender : male = 539, female = 627. Disability : with a limiting disability = 162, with a non-limiting disability or no disability = 998, no response = 6. Area of residence : Skelmersdale/Up Holland = 374, Ormskirk/Aughton & Western Parishes = 402, Northern Parishes = 390)

6. Satisfaction with parks and countryside sites

Table 6a below reveals a continuing increase in members' satisfaction with the parks and countryside sites managed by the Council. During Winter 2002/03, 51.6% of members were very or fairly satisfied with these facilities; by Winter 2005/06 the proportion had risen to 57.3%. At the same time proportions of members either with no strong opinion or uncertain decreased. Dissatisfaction with the parks and countryside sites fell between 2004 and 2005/06, with 13.9% and 12.1% of members respectively being very or fairly dissatisfied.

Table 6b overleaf shows that satisfaction with the parks and countryside sites varied, particularly by age and area of residence. For example, 60.6% of members aged 65+ indicated they were very or fairly satisfied; the comparative proportion for those aged 16-24 was 50.0%. Similarly, there were higher rates of satisfaction in Skelmersdale/Up Holland (62.7%) compared to Northern Parishes (52.1%). However, dissatisfaction levels in Skelmersdale/Up Holland were above the average as were rates amongst members aged 25-44 and those with a limiting disability.

Table 6a : Satisfaction with parks and countryside sites- Comparisons 2002/03, 2004 and 2005/06

	Satisfaction with parks and countryside sites :		
	Winter 2002/03	Summer 2004	Winter 2005/06
Very satisfied	6.5%	8.4%	7.9%
Fairly satisfied	45.1%	44.9%	49.4%
Neither satisfied nor dissatisfied	19.8%	18.2%	17.9%
Fairly dissatisfied	7.8%	10.0%	8.3%
Very dissatisfied	3.7%	3.9%	3.8%
Don't know	15.7%	13.8%	11.8%
No response	1.2%	0.8%	0.8%
Total	100.0%	100.0%	100.0%

(Weighted base- completing survey : Winter 2002/03 = 957, Summer 2004 = 915, Winter 2005/06 = 1166)

Table 6b : Satisfaction with parks and countryside sites- by age, gender, disability and area of residence (2005/06)

	Satisfaction with parks and countryside sites :							
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No response	Total
Broad age group								
16-24	0.0%	50.0%	26.9%	3.8%	3.8%	15.4%	0.0%	100.0%
25-44	5.1%	50.7%	18.5%	11.1%	4.3%	9.7%	0.6%	100.0%
45-64	8.0%	50.5%	17.6%	8.3%	3.1%	11.7%	0.8%	100.0%
65+	16.1%	44.5%	12.8%	6.9%	2.8%	15.1%	1.8%	100.0%
No response	9.8%	51.2%	17.1%	6.1%	6.1%	8.5%	1.2%	100.0%
Gender								
Male	6.3%	51.9%	16.5%	9.1%	2.4%	13.2%	0.6%	100.0%
Female	9.3%	47.2%	19.3%	7.5%	4.9%	10.7%	1.1%	100.0%
Disability								
With a limiting disability	9.9%	43.8%	19.1%	9.9%	5.6%	10.5%	1.2%	100.0%
With a non limiting disability or no disability	7.7%	50.2%	17.8%	7.9%	3.4%	12.2%	0.8%	100.0%
No response	0.0%	80.0%	0.0%	20.0%	0.0%	0.0%	0.0%	100.0%
Area of residence								
Skelmersdale/Up Holland	7.2%	55.5%	15.5%	10.7%	4.6%	5.9%	0.5%	100.0%
Ormskirk/Aughton & Western Parishes	8.7%	48.8%	16.7%	8.5%	4.2%	12.4%	0.7%	100.0%
Northern Parishes	7.7%	44.4%	21.5%	5.6%	2.3%	17.2%	1.3%	100.0%
TOTAL	7.9%	49.4%	17.9%	8.3%	3.8%	11.8%	0.8%	100.0%

(Weighted base - completing survey = 1166. Age : 16-24 = 129, 25-44 = 351, 45-64 = 385, 65+ = 219, no response = 82. Gender : male = 539, female = 627. Disability : with a limiting disability = 162, with a non-limiting disability or no disability = 998, no response = 6. Area of residence : Skelmersdale/Up Holland = 374, Ormskirk/Aughton & Western Parishes = 402, Northern Parishes = 390)

7. Satisfaction with community centres and meeting rooms

Table 7a below shows a continuing increase in members' satisfaction with the Council's community centres and meeting rooms. During Winter 2002/03, 26.5% of members were very or fairly satisfied with these, by Winter 2005/06 the proportion had risen to 30.9%. This has been accompanied by a fall in dissatisfaction rates, from 9.6% during Winter 2002/03 to 6.4% three years later.

Table 7b overleaf shows some variation in satisfaction levels by sub-group. For example, 41.8% of members from Skelmersdale/Up Holland indicated they were very or fairly satisfied with the community centres and meeting rooms compared with only 24.6% from Ormskirk/Aughton & Western Parishes. Satisfaction levels were also relatively high amongst older members aged 65+ (39.5%) and women members (34.6%). A much higher proportion of members from Ormskirk/Aughton & Western Parishes were unable to give a rating (41.1%) than from Skelmersdale/Up Holland (20.6%).

Table 7a : Satisfaction with community centres and meeting rooms- Comparisons 2002/03, 2004 and 2005/06

	Satisfaction with community centres and meeting rooms :		
	Winter 2002/03	Summer 2004	Winter 2005/06
Very satisfied	4.0%	4.8%	5.7%
Fairly satisfied	22.5%	24.0%	25.2%
Neither satisfied nor dissatisfied	24.2%	22.4%	27.3%
Fairly dissatisfied	7.0%	6.1%	5.0%
Very dissatisfied	2.6%	2.2%	1.4%
Don't know	37.9%	38.8%	34.5%
No response	1.9%	1.7%	1.0%
Total	100.0%	100.0%	100.0%

(Weighted base- completing survey : Winter 2002/03 = 957, Summer 2004 = 915, Winter 2005/06 = 1166)

Table 7b : Satisfaction with community centres and meeting rooms- by age, gender, disability and area of residence (2005/06)

	Satisfaction with community centres and meeting rooms :							
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No response	Total
Broad age group								
16-24	3.9%	19.4%	27.1%	11.6%	0.0%	38.0%	0.0%	100.0%
25-44	2.9%	24.9%	29.7%	4.0%	2.3%	36.0%	0.3%	100.0%
45-64	4.9%	26.4%	28.8%	4.1%	1.3%	33.9%	0.5%	100.0%
65+	13.8%	25.7%	19.3%	3.7%	0.9%	33.9%	2.8%	100.0%
No response	2.4%	30.5%	31.7%	4.9%	1.2%	26.8%	2.4%	100.0%
Gender								
Male	5.8%	21.0%	29.3%	6.3%	1.1%	36.4%	0.2%	100.0%
Female	5.7%	28.9%	25.5%	3.8%	1.6%	32.9%	1.6%	100.0%
Disability								
With a limiting disability	6.8%	26.5%	28.4%	6.8%	3.1%	25.9%	2.5%	100.0%
With a non limiting disability or no disability	5.5%	24.9%	27.0%	4.7%	1.2%	36.0%	0.7%	100.0%
No response	14.3%	28.6%	42.9%	0.0%	0.0%	14.3%	0.0%	100.0%
Area of residence								
Skelmersdale/Up Holland	7.2%	34.6%	29.2%	6.2%	1.3%	20.6%	0.8%	100.0%
Ormskirk/Aughton & Western Parishes	4.2%	20.4%	27.7%	4.7%	1.0%	41.1%	0.7%	100.0%
Northern Parishes	5.6%	21.5%	25.1%	3.8%	2.0%	40.7%	1.3%	100.0%
TOTAL	5.7%	25.2%	27.3%	5.0%	1.4%	34.5%	1.0%	100.0%

(Weighted base - completing survey = 1166. Age : 16-24 = 129, 25-44 = 351, 45-64 = 385, 65+ = 219, no response = 82. Gender : male = 539, female = 627. Disability : with a limiting disability = 162, with a non-limiting disability or no disability = 998, no response = 6. Area of residence : Skelmersdale/Up Holland = 374, Ormskirk/Aughton & Western Parishes = 402, Northern Parishes = 390)

8. Satisfaction with Council-organised events and activities

Table 8a below shows a significant increase in members' satisfaction with Council-organised events and activities between 2004 and 2005/06; 37.6% and 46.9% respectively of members were very or fairly satisfied with these. Dissatisfaction levels fell in the 3 years between 2002/03 to 2005/06, from 10.1% to 7.3%.

Table 8b overleaf shows some substantial variation with much higher than average satisfaction levels for members aged 65+ (57.7% very/fairly satisfied), women members (51.8%) and those living in Ormskirk/Aughton & Western Parishes (53.0%). Relatively high proportions of younger members aged 16-24 were uncertain (38.5%) or had no strong opinion (34.6%) whilst a higher than average proportion of men (10.4%) and those with a limiting disability (9.8%) were very or fairly dissatisfied.

Table 8a : Satisfaction with Council-organised events and activities - Comparisons 2002/03, 2004 and 2005/06

	Satisfaction with Council-organised events and activities :		
	Winter 2002/03	Summer 2004	Winter 2005/06
Very satisfied	4.7%	6.5%	9.7%
Fairly satisfied	32.8%	31.1%	37.2%
Neither satisfied nor dissatisfied	27.2%	26.2%	24.6%
Fairly dissatisfied	7.8%	6.8%	4.3%
Very dissatisfied	2.3%	2.9%	3.0%
Don't know	23.7%	24.8%	20.1%
No response	1.4%	1.7%	0.9%
Total	100.0%	100.0%	100.0%

(Weighted base- completing survey : Winter 2002/03 = 957, Summer 2004 = 915, Winter 2005/06 = 1166)

Table 8b : Satisfaction with Council-organised events and activities- by age, gender, disability and area of residence (2005/06)

	Satisfaction with Council-organised events and activities :							
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No response	Total
Broad age group								
16-24	3.8%	15.4%	34.6%	3.8%	3.8%	38.5%	0.0%	100.0%
25-44	5.4%	36.5%	29.1%	3.4%	5.1%	20.5%	0.0%	100.0%
45-64	8.1%	43.9%	22.1%	5.2%	1.8%	17.9%	1.0%	100.0%
65+	23.2%	34.5%	15.9%	3.6%	1.8%	18.6%	2.3%	100.0%
No response	9.8%	50.0%	25.6%	6.1%	1.2%	4.9%	2.4%	100.0%
Gender								
Male	7.1%	34.3%	24.3%	5.8%	4.6%	23.4%	0.6%	100.0%
Female	12.0%	39.8%	24.9%	3.0%	1.6%	17.4%	1.3%	100.0%
Disability								
With a limiting disability	12.3%	33.7%	28.2%	3.7%	6.1%	13.5%	2.5%	100.0%
With a non limiting disability or no disability	9.4%	37.5%	24.1%	4.3%	2.6%	21.4%	0.7%	100.0%
No response	0.0%	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%	100.0%
Area of residence								
Skelmersdale/Up Holland	10.9%	38.7%	25.9%	4.8%	4.0%	14.9%	0.8%	100.0%
Ormskirk/Aughton & Western Parishes	10.2%	42.8%	21.1%	4.7%	2.7%	17.2%	1.2%	100.0%
Northern Parishes	8.2%	30.0%	26.9%	3.3%	2.6%	28.2%	0.8%	100.0%
TOTAL	9.7%	37.2%	24.6%	4.3%	3.0%	20.1%	0.9%	100.0%

(Weighted base - completing survey = 1166. Age : 16-24 = 129, 25-44 = 351, 45-64 = 385, 65+ = 219, no response = 82. Gender : male = 539, female = 627. Disability : with a limiting disability = 162, with a non-limiting disability or no disability = 998, no response = 6. Area of residence : Skelmersdale/Up Holland = 374, Ormskirk/Aughton & Western Parishes = 402, Northern Parishes = 390)

9. Satisfaction with The Chapel Gallery

Table 9a below shows a significant increase in members' satisfaction with The Chapel Gallery in Ormskirk between 2004 (25.3% very/fairly satisfied) and 2005/06 (33.9%). Levels of dissatisfaction continued to be very low whilst the proportions of members who answered "don't know" fell between 2002/03 (55.6%) and 2005/06 (44.0%).

Table 9b overleaf reveals that satisfaction with The Chapel Gallery varied, particularly by area of residence. For example, 48.4% of members from Ormskirk/Aughton & Western Parishes indicated they were very or fairly satisfied; the comparative proportion for those from Northern Parishes was 21.4%. More than half (57.4%) of members from Northern Parishes were unable to give a rating. There were also above average rates of satisfaction from members aged 65+ and women members.

Table 9a : Satisfaction with The Chapel Gallery- Comparisons 2002/03, 2004 and 2005/06

	Satisfaction with The Chapel Gallery :		
	Winter 2002/03	Summer 2004	Winter 2005/06
Very satisfied	9.1%	7.7%	11.6%
Fairly satisfied	16.2%	17.6%	22.3%
Neither satisfied nor dissatisfied	15.7%	16.9%	19.1%
Fairly dissatisfied	0.8%	1.4%	1.1%
Very dissatisfied	0.8%	0.5%	0.7%
Don't know	55.6%	53.1%	44.0%
No response	1.8%	2.8%	1.3%
Total	100.0%	100.0%	100.0%

(Weighted base- completing survey : Winter 2002/03 = 957, Summer 2004 = 915, Winter 2005/06 = 1166)

Table 9b : Satisfaction with The Chapel Gallery- by age, gender, disability and area of residence (2005/06)

	Satisfaction with The Chapel Gallery :							
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	No response	Total
Broad age group								
16-24	7.8%	27.1%	15.5%	0.0%	0.0%	49.6%	0.0%	100.0%
25-44	7.7%	22.2%	22.8%	1.1%	0.6%	45.3%	0.3%	100.0%
45-64	11.1%	23.1%	18.4%	1.6%	0.5%	43.8%	1.6%	100.0%
65+	20.9%	20.0%	11.8%	0.9%	1.8%	41.8%	2.7%	100.0%
No response	12.2%	17.1%	32.9%	1.2%	0.0%	34.1%	2.4%	100.0%
Gender								
Male	6.3%	21.1%	20.6%	1.1%	0.6%	49.6%	0.7%	100.0%
Female	16.1%	23.3%	17.7%	1.1%	0.8%	39.1%	1.8%	100.0%
Disability								
With a limiting disability	11.7%	22.8%	19.8%	1.9%	1.9%	39.5%	2.5%	100.0%
With a non limiting disability or no disability	11.6%	22.2%	18.9%	1.0%	0.5%	44.7%	1.0%	100.0%
No response	16.7%	16.7%	33.3%	16.7%	0.0%	16.7%	0.0%	100.0%
Area of residence								
Skelmersdale/Up Holland	11.3%	19.8%	20.9%	1.3%	0.8%	45.0%	0.8%	100.0%
Ormskirk/Aughton & Western Parishes	17.6%	30.8%	17.6%	1.5%	1.0%	29.8%	1.7%	100.0%
Northern Parishes	5.6%	15.8%	18.9%	0.8%	0.3%	57.4%	1.3%	100.0%
TOTAL	11.6%	22.3%	19.1%	1.1%	0.7%	44.0%	1.3%	100.0%

(Weighted base - completing survey = 1166. Age : 16-24 = 129, 25-44 = 351, 45-64 = 385, 65+ = 219, no response = 82. Gender : male = 539, female = 627. Disability : with a limiting disability = 162, with a non-limiting disability or no disability = 998, no response = 6. Area of residence : Skelmersdale/Up Holland = 374, Ormskirk/Aughton & Western Parishes = 402, Northern Parishes = 390)

10. Regular use of sports centres or swimming pools

Panel members were then given a list of sports centres and swimming pools (all currently operated by the West Lancashire Community Leisure Trust on behalf of the Council) and were asked to indicate if they used any of them at least once a month. The list was :

- Nye Bevan Pool, Skelmersdale
- Park Pool, Ormskirk
- Burscough Sports Centre
- North Meols Community Leisure Centre
- Skelmersdale Sports Centre

The same question was asked of previous Panel members during Summer 2004 and Winter 2005/06 and Table 10 below compares their usage rates with those of current members.

Table 10 reveals a small decrease in the regular usage of the sports centres or swimming pools since Summer 2004 - from 30.4% to 25.9%.

Table 10 : Regular use of sports centres or swimming pools- Comparisons 2002/03, 2004 and 2005/06

	Regular use of sports centres or swimming pools :		
	Winter 2002/03	Summer 2004	Winter 2005/06
Yes	27.6%	30.4%	25.9%
No	71.5%	69.6%	74.1%
No response	0.9%	0.0%	0.1%
Total	100.0%	100.0%	100.0%

(Weighted base- completing survey : Winter 2002/03 = 957, Summer 2004 = 915, Winter 2005/06 = 1166)

Table 11 overleaf shows the 2005/06 usage rates broken down by age, gender, disability and area of residence. It must be noted that these breakdowns involve smaller numbers of Panel members and therefore the margin of error will be greater.

There was significant variation in sports centre and swimming pool usage, particularly by age. For example, 42.6% of members aged 16-24 indicated that they regularly use the sports centres or swimming pools compared with only 6.8% of members aged 65+. Usage rates were also much higher than average amongst Skelmersdale/Up Holland members (33.2%).

Table 11 : Regular use of sports centres or swimming pools- by age, gender, disability and area of residence (2005/06)

	Regular use of sports centres or swimming pools :			
	Yes	No	No response	Total
Broad age group				
16-24	42.6%	57.4%	0.0%	100.0%
25-44	34.9%	65.1%	0.0%	100.0%
45-64	22.9%	76.9%	0.3%	100.0%
65+	6.8%	93.2%	0.0%	100.0%
No response	25.6%	74.4%	0.0%	100.0%
Gender				
Male	28.0%	72.0%	0.0%	100.0%
Female	24.1%	75.8%	0.2%	100.0%
Disability				
With a limiting disability	12.3%	87.7%	0.0%	100.0%
With a non limiting disability or no disability	27.8%	72.1%	0.1%	100.0%
No response	66.7%	33.3%	0.0%	100.0%
Area of residence				
Skelmersdale/Up Holland	33.2%	66.8%	0.0%	100.0%
Ormskirk/Aughton & Western Parishes	26.4%	73.6%	0.0%	100.0%
Northern Parishes	18.2%	81.5%	0.3%	100.0%
TOTAL	25.9%	74.1%	0.1%	100.0%

(Weighted base - completing survey = 1166. Age : 16-24 = 129, 25-44 = 351, 45-64 = 385, 65+ = 219, no response = 82. Gender : male = 539, female = 627. Disability : with a limiting disability = 162, with a non-limiting disability or no disability = 998, no response = 6. Area of residence : Skelmersdale/Up Holland = 374, Ormskirk/Aughton & Western Parishes = 402, Northern Parishes = 390)

11. Main reasons for not regularly using sports centres or swimming pools

Current Panel members who are **not** regular users of the sports centres or swimming pools listed (i.e. 74.1% of those completing Survey 9) were then asked why. They were given a list of options (as set out in Table 12 below) and asked to choose ALL that apply.

The same question was asked of previous Panel members during Summer 2004 and Winter 2002/03 and Table 12 below compares the results from the three surveys.

It must be noted that these breakdowns involve smaller numbers of Panel members and therefore the margin of error will be greater.

Table 12 reveals some changes in the main reasons given for not regularly using sports centres or swimming pools. During Winter 2002/03 just over a fifth of non-users (20.3%) said they were not interested in sports or swimming. During Summer 2004 this proportion had fallen to 15.4% but by Winter 2005/06, 21.4% indicated this as a main reason. Conversely, the proportion of non-users indicating health problems as a main reason increased between 2002/03 and 2004 (from 16.9% to 20.0%) but then fell to 16.5% by 2005/06.

The relatively small proportions of non-users indicating the facilities' locations and opening hours as main reasons fell consistently between the three surveys. The small proportions indicating cost or lack of confidence fell during the period between Summer 2004 and Winter 2005/06.

In all three surveys, the largest proportions (over two-fifths) of non-users indicated "other" reason.

Table 12 : Main reasons for not regularly using sports centres or swimming pools-comparisons 2002/03, 2004 and 2005/06

	% of members ticking option :		
	Winter 2002/03	Summer 2004	Winter 2005/06
Not interested in sports or swimming	20.3%	15.4%	21.4%
Health problems prevent me from taking part in sports or swimming	16.9%	20.0%	16.5%
Location or transport difficulties	14.1%	13.1%	11.4%
Cost	11.1%	12.3%	10.3%
Lack of confidence	6.9%	8.8%	7.9%
Opening hours are not convenient for me	12.7%	11.6%	9.1%
Other	41.4%	46.6%	43.8%

(Weighted base- not using sports centres or swimming pools at least once a month : Winter 2002/03 = 684, Summer 2004 = 637, Winter 2005/06 = 864)

Table 13 overleaf breaks down the main reasons during Winter 2005/06 by age, gender, disability and area of residence and shows some significant variations.

It must be noted that these breakdowns involve smaller numbers of Panel members and therefore the margin of error will be greater.

Relatively high proportions of non-user members aged 45-64 or 65+ indicated that they were not interested in swimming or sports (27.7% and 26.5% respectively).

Members with a limiting disability were more likely to say that health problems prevented them from taking part in sports or swimming (45.4%) and relatively high proportions (35.3% and 24.9% respectively) of non-users aged 65+ and those living in Skelmersdale/Up Holland also indicated this as a main reason.

Above average levels of non-users from Northern Parishes (18.2%) indicated location or transport difficulties whilst a higher than average proportion of members from Skelmersdale/Up Holland (11.2%) indicated inconvenient opening hours.

Exactly 40.0% (nearly four times the average) of non-users aged 16-24 indicated the cost of using these facilities. An above average proportion of female non-users (12.2%) said lack of confidence was a main reason.

Relatively high proportions (over 50%) of non-users aged 16-24 or 25-44 as well as those from Ormskirk/Aughton & Western Parishes indicated "other" reason.

Table 13 : Main reasons for not regularly using sports centres or swimming pools- by age, gender, disability and area of residence (2005/06)

	% of members ticking option :						
	Not interested in sports or swimming	Health problems	Location or transport difficulties	Cost	Lack of confidence	Opening hours not convenient	Other
Broad age group							
16-24	13.5%	0.0%	13.5%	40.0%	6.8%	6.8%	60.0%
25-44	12.2%	2.6%	14.4%	10.0%	7.5%	14.0%	56.8%
45-64	27.7%	17.2%	8.4%	8.8%	6.4%	11.1%	39.2%
65+	26.5%	35.3%	9.8%	4.4%	11.3%	0.0%	31.5%
No response	18.0%	23.0%	18.0%	3.3%	6.6%	14.8%	39.3%
Gender							
Male	19.8%	18.8%	8.2%	9.5%	2.6%	8.5%	48.6%
Female	22.6%	14.7%	13.9%	10.9%	12.2%	9.7%	40.0%
Disability							
With a limiting disability	22.5%	45.4%	12.7%	11.3%	5.6%	5.0%	23.2%
With a non limiting disability or no disability	21.3%	10.8%	11.3%	10.1%	8.3%	9.9%	47.8%
No response	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%	50.0%
Area of residence							
Skelmersdale/Up Holland	20.5%	24.9%	9.2%	11.2%	9.6%	11.2%	36.1%
Ormskirk/Aughton & Western Parishes	20.3%	14.9%	6.1%	11.8%	8.1%	8.4%	52.0%
Northern Parishes	23.2%	11.6%	18.2%	8.2%	6.3%	8.2%	42.3%
TOTAL	21.4%	16.5%	11.4%	10.3%	7.9%	9.1%	43.8%

(Weighted base – not using sports centres or swimming pools at least once a month = 864. Age : 16-24 = 74, 25-44 = 229, 45-64 = 296, 65+ = 204, no response = 61. Gender : male = 389, female = 475. Disability : with a limiting disability = 142, with a non-limiting disability or no disability = 720, no response = 2. Area of residence : Skelmersdale/Up Holland = 249, Ormskirk/Aughton & Western Parishes = 296, Northern Parishes = 319)

