

Your membership number is:



in Lancashire

1. Please read the instructions carefully.
2. Please use blue or black pen to fill in the questionnaire.
3. Please check you have answered all the appropriate questions.
4. Return your completed questionnaire in the reply-paid envelope provided.

## Getting to services

Accessibility is people's ability to reach the things they need or want to do – such as work, learning, healthcare, shopping and leisure activities – at reasonable cost, in reasonable time and with reasonable ease.

Accessibility depends on several things:

- Does transport exist between the people and the service?
- Do people know about the transport, trust its reliability and feel safe using it?
- Are people physically and financially able to access transport?
- Are the services and activities within a reasonable distance?

1

### Which of the following modes of transport would you normally use for the following tasks if you had to do them?

PLEASE TICK ONE BOX FOR EACH ACTIVITY

|  | Car | Bus | Train | Foot | Other | Does not apply |
|--|-----|-----|-------|------|-------|----------------|
| Shopping trips   | 74% | 12% | 1%    | 11%  | 2%    | 0%             |
| Visiting friends and family                                      | 78% | 6%  | 4%    | 10%  | 2%    | 1%             |
| Going to your local corner shop                                  | 11% | 1%  | -     | 79%  | 1%    | 8%             |
| Going to further, higher or adult education                      | 37% | 6%  | 2%    | 7%   | 1%    | 47%            |
| Taking children to primary or secondary school                   | 21% | 2%  | -     | 18%  | 1%    | 58%            |
| Going to the doctors   | 57% | 5%  | -     | 36%  | 2%    | 1%             |
| Going to the hospital  | 76% | 12% | 0%    | 6%   | 2%    | 3%             |
| Getting money from your savings or bank account (eg from an ATM) | 53% | 7%  | 0%    | 36%  | 2%    | 2%             |
| Going to the local pharmacy or chemists                          | 43% | 3%  | 0%    | 50%  | 2%    | 2%             |
| Travelling to work   | 51% | 3%  | 2%    | 9%   | 2%    | 33%            |

**2**

**From your home how easy or difficult would it be for you to get to each of the following tasks using your usual form of transport? And tell us why you say this. PLEASE TICK ONE BOX FOR EACH ACTIVITY**

|  | Very easy | Fairly easy | Fairly difficult | Very difficult | Don't know/ does not apply |
|--|-----------|-------------|------------------|----------------|----------------------------|
| Shopping trips   | 59%       | 33%         | 6%               | 2%             | 0%                         |
| Visiting friends and family                                      | 56%       | 30%         | 9%               | 4%             | 2%                         |
| Going to your local corner shop                                  | 71%       | 17%         | 2%               | 2%             | 8%                         |
| Going to further, higher or adult education                      | 22%       | 17%         | 7%               | 4%             | 49%                        |
| Taking children to primary or secondary school                   | 27%       | 12%         | 4%               | 2%             | 55%                        |
| Going to the doctors   | 59%       | 31%         | 6%               | 3%             | 1%                         |
| Going to the hospital  | 37%       | 31%         | 20%              | 10%            | 3%                         |
| Getting money from your savings or bank account (eg from an ATM) | 59%       | 29%         | 7%               | 2%             | 2%                         |
| Going to the local pharmacy or chemists                          | 66%       | 26%         | 4%               | 2%             | 2%                         |
| Travelling to work   | 36%       | 21%         | 8%               | 4%             | 31%                        |

**4**

**Overall, do you think that travelling about generally is easier or harder for you than it was 12 months ago, or has it stayed the same?**

PLEASE TICK ONE BOX ONLY

|                 |     |
|-----------------|-----|
| Easier          | 5%  |
| Stayed the same | 66% |
| Harder          | 28% |
| Don't know      | 1%  |

**5**

**And, overall, do you think that travelling to work is easier or harder for you than it was 12 months ago, or has it stayed the same?**

PLEASE TICK ONE BOX ONLY

|                        |     |
|------------------------|-----|
| Easier                 | 4%  |
| Stayed the same        | 39% |
| Harder                 | 23% |
| I don't travel to work | 34% |

**6**

**Which three or four things, if any, prevent you from using public transport more?** PLEASE TICK UP TO FOUR BOXES

|                                    |     |   |     |
|------------------------------------|-----|---|-----|
| Lack of information                | 15% | Uncomfortable ride                                | 10% |
| Infrequency                        | 38% | High cost   | 36% |
| Unreliability                      | 27% | Lack of safety                                    | 10% |
| Length of time needed to make trip | 61% | Timetables are difficult to use/understand        | 7%  |
| Complicated connections            | 26% | I would not make any more use of public transport | 10% |
| No service                         | 15% | Nothing prevents me from using public transport   | 18% |

## Reading local newspapers

**7**

**Which, if any, of these free newspapers or titles you have read or looked at for at least 2 minutes in the past month. It doesn't matter whose copy it was, where you saw it or how old it was.** PLEASE TICK AS MANY AS APPLY

|   |     |
|---|-----|
| Ormskirk Advertiser                                     | 5%  |
| Local Reporter (eg Preston, Burnley, Lancaster)         | 23% |
| Vision  | 41% |
| Asian Image   | 4%  |
| Local Citizen (eg Preston, Chorley, Lancaster, Burnley) | 46% |
| Ormskirk/Skelmersdale Champion                          | 6%  |
| Asian Leader  | 3%  |
| Your local district/city/borough council newspaper      | 42% |
| Other   | 14% |
| None of these   | 16% |
| Don't know  | 1%  |

**8**

**There is a free newspaper published by Lancashire County Council called Vision that is delivered free in your area. How often does Vision arrive through your door?** PLEASE TICK ONE BOX ONLY

|                   |     |             |
|-------------------|-----|-------------|
| Every month       | 22% | → GO TO Q9  |
| Most months       | 26% | → GO TO Q9  |
| Only occasionally | 23% | → GO TO Q9  |
| Never             | 11% | → GO TO Q10 |
| Don't know        | 18% | → GO TO Q10 |

**9****How much of the most recent issue of Vision did you read?**

PLEASE TICK ONE BOX ONLY

Read all, or nearly all, of it 28%

Read some of it 24%

Read a few articles 16%

Just glanced at it 22%

Didn't look at it 5%

Don't know 6%

**10****How strongly do you agree or disagree with the following statements about Vision? It doesn't matter whether you have read the paper recently, or know little about it – we are still interested in your views.**

PLEASE TICK ONE BOX FOR EACH STATEMENT

|  | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
|--|----------------|---------------|----------------------------|------------------|-------------------|------------|
| It has a lot in it for women   | 1%             | 6%            | 47%                        | 6%               | 1%                | 38%        |
| It is well designed  | 3%             | 39%           | 25%                        | 6%               | 2%                | 25%        |
| I would miss it if it was not delivered                                    | 4%             | 13%           | 23%                        | 24%              | 18%               | 18%        |
| There's not enough in it for people like me                                | 6%             | 19%           | 38%                        | 10%              | 2%                | 26%        |
| It is a paper for older people   | 3%             | 11%           | 37%                        | 18%              | 4%                | 26%        |
| It lets me know what the county council is doing in my local area          | 8%             | 46%           | 16%                        | 6%               | 2%                | 21%        |
| I find out more about the county council from newspapers other than Vision | 6%             | 22%           | 31%                        | 16%              | 3%                | 22%        |