

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.

Contacting Lancashire County Council

1

Have you contacted Lancashire County Council in the last 12 months with a problem, query or request for information?

PLEASE TICK ONE BOX ONLY

Yes 30% → GO TO Q2

No 69% → GO TO Q14

Don't know/can't remember 1% → GO TO Q14

2

a) Which services or departments have you contacted in the last 12 months?

b) And which one service or department did you contact most recently?

PLEASE TICK AS MANY AS APPLY IN COLUMN A AND ONE BOX IN COLUMN B

	a) Contacted in the last year	b) Contacted most recently
Trading Standards	7%	13%
Welfare Rights	4%	10%
County Information Centres	5%	11%
Social services	16%	21%
Education services	12%	15%
Planning services	11%	18%
Libraries	13%	30%
Museums and galleries	2%	8%
Country parks or picnic sites	2%	7%
Other (PLEASE WRITE IN THE BOX)		
<input type="text"/>	26%	27%
Can't remember	1%	5%

3**And, how many months ago did you last contact Lancashire County Council?**

PLEASE WRITE IN THE BOX

months

Can't remember 1**4****Now, thinking about the last time you contacted Lancashire County Council, why did you contact them?**

PLEASE TICK AS MANY AS APPLY

Ask for information 36%

Ask for advice/help 34%

Make an enquiry 25%

Apply for a service/register 10%

Report an issue/problem 30%

Make a complaint 15%

Make a suggestion about a service 3%

Something else (PLEASE WRITE IN THE BOX)

Can't remember 4%

Don't know 3%

5**How did you last get in contact with Lancashire County Council?**

PLEASE TICK ONE BOX ONLY

By phone 70% → GO TO Q6

In person 14% → GO TO Q6

By letter 7% → GO TO Q9

By fax 0% → GO TO Q9

By e-mail 5% → GO TO Q9

By website 1% → GO TO Q9

Through a county councillor 1% → GO TO Q11

Through someone else 0% → GO TO Q11

Something else (PLEASE WRITE IN THE BOX)

→ GO TO Q11

Can't remember 2% → GO TO Q11

Don't know 1% → GO TO Q11

6**Still thinking about the last time you dealt with the council, was your query or problem resolved by the first person you discussed it with?**

PLEASE TICK ONE BOX ONLY

Yes 54%

No 41%

Don't know/can't say 6%

7**How many different people did you speak to about your query or problem during your call/visit (not including the receptionist)?**

PLEASE TICK ONE BOX ONLY

One 55% Five 1%

Two 29% Over five 1%

Three 7% Don't know 5%

Four 3%

8**Was your query or problem resolved eventually during this first call/visit?**

PLEASE TICK ONE BOX ONLY

Yes 56%

No 39%

Don't know 6%

9**And, was getting hold of the right person...?**

PLEASE TICK ONE BOX ONLY

Easy 54%

Neither easy nor difficult 32%

Difficult 14%

10**And, thinking of the last time you contacted Lancashire County Council, did you find the staff...?**

PLEASE TICK ALL THAT APPLY

Helpful 69% Unhelpful 6%

Efficient 34% Inefficient 6%

Quick in dealing with your request or problem 34% Slow in dealing with your request or problem 13%

Interested in your problem 28% Uninterested in your problem 10%

Something else (PLEASE WRITE IN THE BOX)

Don't know 2%

11**Were you satisfied or dissatisfied with the final outcome of contacting Lancashire County Council?**

PLEASE TICK ONE BOX ONLY

Very satisfied	37%	Fairly dissatisfied	5%
Fairly satisfied	27%	Very dissatisfied	8%
Neither satisfied nor dissatisfied	7%	It is still not resolved	16%

12**How easy or difficult was it to find out how to contact Lancashire County Council?**

PLEASE TICK ONE BOX ONLY

Very easy	46%	Fairly difficult	6%
Fairly easy	38%	Very difficult	1%
Neither easy nor difficult	8%	Don't know	1%

13**Please tell us why you say this.**

PLEASE WRITE IN THE BOX

14**How important, if at all, is each of the following to you when you contact the council...?**

PLEASE TICK ONE BOX FOR EACH FACTOR

	Very important (1)	Fairly important (2)	Neither important nor unimportant (3)	Fairly unimportant (4)	Very unimportant (5)	Don't know (6)
The helpfulness of staff	87%	10%	1%	0%	0%	1%
The politeness of staff	69%	26%	3%	0%	0%	1%
How carefully staff listen to you	84%	13%	1%	0%	0%	1%
The efficiency of staff	78%	19%	1%	0%	0%	1%
The clarity of the information provided	83%	15%	1%	0%	0%	1%
The accuracy of the information provided	90%	8%	1%	0%	0%	1%
How easy it is to get hold of the right person	76%	19%	1%	0%	1%	2%

15**Which, if any, of the following would make it easier for you to get in touch with Lancashire County Council?**

PLEASE TICK ALL THAT APPLY

A single advertised telephone number	56%
Opening offices on Saturday mornings	34%
Longer opening hours during the week	31%
Local neighbourhood 'help points'	28%
Better access by email or the internet	28%
More opps to talk to county councillors	24%
Touch screens / electronic access points	17%
Better access for the hard-of-hearing	8%
Textphone services	4%
Publications in other languages	3%
Minicom services	1%

Something else (PLEASE WRITE IN THE BOX)

Don't know 5%

None of these 4%

16**How interested, if at all, are you in using the following devices to access Lancashire County Council information and services?**

PLEASE TICK ONE BOX FOR EACH DEVICE

	Very interested (1)	Fairly interested (2)	Not very interested (3)	Not at all interested (4)	Don't know (5)
Customer helpline	42%	43%	8%	4%	3%
Mobile phone (connected to the internet)	4%	11%	34%	45%	5%
Personal computer (connected to the internet)	28%	34%	14%	21%	3%
Digital Interactive Television	6%	17%	27%	44%	5%
Electronic kiosks	5%	19%	28%	41%	7%

Contacting your district, borough or city council

We would now like you to think about contacting your local district, borough or city council.

17

Have you contacted your district, borough or city council in the last 12 months with a problem, query or request for information?

PLEASE TICK ONE BOX ONLY

Yes 46% → GO TO Q18

No 52% → GO TO Q23

Don't know/can't remember 1% → GO TO Q23

18

a) Which services or departments have you contacted in the last 12 months in your district, borough or city council?

b) And which one service or department in your district, borough or city council did you contact most recently?

PLEASE TICK AS MANY AS APPLY IN COLUMN A AND ONE BOX IN COLUMN B

	a) Contacted in the last year	b) Contacted most recently
Housing or Council Tax benefit Payments (eg Council Tax or parking fines)	15%	23%
Planning applications	6%	16%
Housing	10%	18%
Local leisure centres	4%	8%
Refuse collection	4%	11%
Pavements and roads	29%	54%
Services for elderly people	7%	16%
Recycling facilities	2%	5%
Other (PLEASE WRITE IN THE BOX)	14%	32%
<input type="text"/>	7%	7%
Can't remember	2%	2%

19

And, how many months ago did you last contact your district, borough or city council?

PLEASE WRITE IN THE BOX

months

Can't remember 1

20**Now thinking about the last time you contacted your district, borough or city council, why did you contact them?**

PLEASE TICK AS MANY BOXES AS APPLY

Report and issue/problem	39%
Ask for information	28%
Make an enquiry	26%
Ask for advice/help	25%
Make a complaint	25%
Apply for a service/register	10%
Make a suggestion about a service	3%
Something else (PLEASE WRITE IN THE BOX)	
<input type="text"/>	
Can't remember	1%
Don't know	1%

21**How did you last get in contact with your district, borough or city council?**

PLEASE TICK ONE BOX ONLY

By phone	72%
In person	13%
By letter	6%
By email	4%
Through a councillor	1%
Through someone else	1%
By website	1%
By fax	0%
Something else (PLEASE WRITE IN THE BOX)	
<input type="text"/>	
Can't remember	1%
Don't know	1%

22**And overall how satisfied or dissatisfied were you with the final outcome of contacting your district, borough or city council?**

PLEASE TICK ONE BOX ONLY

Very satisfied	34%
Fairly satisfied	30%
Neither satisfied nor dissatisfied	8%
Fairly dissatisfied	8%
Very dissatisfied	11%
It is still not resolved	9%

Buying goods and services online

23

Have you ever made a payment online using your debit or credit card details? This can be for any goods or services you have ever purchased.

PLEASE TICK ONE BOX ONLY

Yes	52%
No	48%
Don't know	0%

24

If you needed to pay for goods or services provided by Lancashire County Council, would you make a payment online using your debit or credit card?

PLEASE TICK ONE BOX ONLY

Yes	46%
No	45%
Don't know	9%

Road safety

In this section we would like your views on road safety and educating people to be safe on our roads.

25

How many years ago did you pass your driving/riding test?

PLEASE TICK ONE BOX ONLY

Less than 10 years	9%	→ GO TO Q26
10-19 years	18%	→ GO TO Q26
20-29 years	22%	→ GO TO Q26
30-40 years	19%	→ GO TO Q26
More than 40 years	17%	→ GO TO Q26
I hold a Provisional Driving Licence	4%	→ GO TO Q26
I have never had a driving licence	10%	→ GO TO Q29

26

Still thinking about your licence, which of the following vehicles are you able to drive/ride on your full/provisional licence?

PLEASE TICK AS MANY AS APPLY IN EACH COLUMN

	Full licence	Provisional licence
Car	100%	54%
Large goods vehicle (LGV)	6%	10%
Motorcycle	18%	54%
Minibus	17%	12%

27**What types of driver/rider training, if any, have you ever had since passing your driving test?**

PLEASE TICK AS MANY AS APPLY

Advanced driver training	9%
Speed Awareness Course	7%
Company fleet training	5%
MIDAS (minibus training)	5%
Refresher driver training	4%
Pass Plus	2%
Pre Pass Support Scheme	0%
Other (PLEASE WRITE IN THE BOX)	
<input type="text"/>	
None of these	74%

28**When, if at all, will you to take some driver/rider training in the future?**

PLEASE TICK ONE BOX ONLY

Within 6 months	3%
6-12 months	2%
1-2 years	2%
More than 2 years	2%
None	43%
Don't know	48%

29**How much to you agree or disagree with each of the following...?**

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Definitely agree (1)	Tend to agree (2)	Tend to disagree (3)	Definitely disagree (4)	Don't know (5)
Road safety education and training is an important part of a child's development	89%	10%	1%	0%	0%
Road safety education and training is an important part of a child's development	66%	27%	4%	1%	2%

30**Which of the following, if any, do you think should provide road safety education to children?**

PLEASE TICK AS MANY AS APPLY

Children's parent/guardian	92%
Children's school	87%
Lancashire County Council	47%
Don't know	1%

Road Safety Group

We would now like to ask you some questions on the Road Safety Group.

31

Which of the following services provided by Lancashire County Council's Road Safety Group, if any, have you seen or heard of?

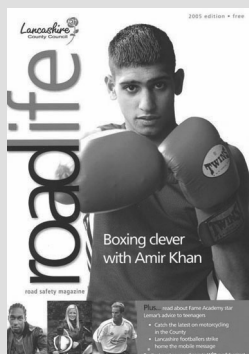
PLEASE TICK AS MANY AS APPLY

Passport to Safer Cycling	24%
Post test motorcycling training courses	10%
Right Start Practical Pedestrian Scheme	7%
Pre Pass Support Scheme for accompanying learner drivers	5%
Advisory service for educational establishments	4%
Occupational road risk advice and Fleet Training	2%
Don't know	6%
None of these	61%

32

Which of the following, if any, have you ever seen or heard of? It doesn't matter where you saw or heard them or how long ago.

PLEASE TICK AS MANY AS APPLY



Roadlife magazine 7%



Road Safety logo 19%



Think! logo 73%



Lancashire Partnership for Road Safety logo 19%

None of these 21%

33

a) From which of these sources, if any, do you **currently** find out about road safety information for Lancashire?

b) And from which, if any, would you **prefer** to find out about road safety information for Lancashire?

PLEASE TICK AS MANY AS APPLY IN EACH COLUMN

	a) <u>Currently</u> find out	b) <u>Prefer</u> to find out
Local newspapers	46%	51%
Television	40%	44%
Radio	33%	36%
Leaflets	29%	36%
Magazines	14%	17%
School/college	13%	22%
Websites	6%	22%
Exhibitions	4%	10%
Other (PLEASE WRITE IN THE BOX)		
<input type="text"/>	1%	1%
None of these	20%	8%

Living in Lancashire

Finally we would like to ask you some questions about the area in which you live, and about Lancashire County Council and its services.

34

Do you agree or disagree that you can influence decisions affecting your local area?

PLEASE TICK ONE BOX ONLY

Strongly agree	8%
Tend to agree	29%
Neither agree nor disagree	22%
Tend to disagree	26%
Strongly disagree	9%
Don't know	6%

35

Thinking about the neighbourhood you live in, **how safe** would you say you feel on your own in each of the following situations **during the day**?

PLEASE TICK ONE BOX FOR EACH SITUATION ONLY

	Very safe (1)	Fairly safe (2)	Slightly unsafe (3)	Very unsafe (4)	Don't know/ unsure (5)
Your own home	59%	37%	3%	1%	0%
Using public transport	18%	56%	15%	2%	9%
Out and about in the nearest town centre	15%	58%	21%	5%	1%

36**And how safe would you feel on your own in each of these situations after dark?** PLEASE TICK ONE BOX FOR EACH SITUATION ONLY

	Very safe (1)	Fairly safe (2)	Slightly unsafe (3)	Very unsafe (4)	Don't know/ unsafe (5)
Your own home	50%	44%	5%	1%	0%
Using public transport	5%	32%	38%	17%	9%
Out and about in the nearest town centre	3%	23%	40%	33%	2%

37**Thinking about Lancashire County Council, how much do you agree or disagree with each of the following statements...?**

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree (1)	Tend to agree (2)	Neither agree nor disagree (3)	Tend to disagree (4)	Strongly disagree (5)	Don't know (6)
Overall, the quality of county council services is good	5%	54%	27%	9%	1%	4%
I feel I can trust Lancashire County Council	4%	30%	44%	13%	4%	5%
The county council gives residents good value for money	2%	29%	37%	22%	5%	5%
The county council is not relevant to me	2%	11%	26%	30%	26%	5%

38**For each of the following, do you agree or disagree that Lancashire County Council speaks up for Lancashire and its people?**

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Definitely agree (1)	Tend to agree (2)	Tend to disagree (3)	Definitely disagree (4)	Don't know (5)
Lancashire County Council speaks up for Lancashire and its people in the <u>North West</u>	14%	51%	11%	3%	21%
Lancashire County Council speaks up for Lancashire and its people <u>nationally</u>	5%	32%	21%	5%	38%
Lancashire County Council speaks up for Lancashire and its people in <u>Europe</u>	2%	15%	19%	9%	54%

Please return the questionnaire in the reply paid envelope.

Thank you for being part of Life in Lancashire.

Life in Lancashire, Lancashire County Council,
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