

1.	Please	read	the	instructions	carefully	٧.

- 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.

Dealing with different situations

1	If you hadn't seen an elderly neighbour for a few concerned about them, which of the following would y Please assume that no-one else has been to visit then you do not know how to contact their relative(s).	ou contact <u>first</u> ?
	PLEASE TICK ONE BOX ONLY	
	Ambulance	1
	NHS Direct	2
	GP or family doctor	3
	Hospital	4
	Social Services	5
	Police	6
	Something else (PLEASE WRITE IN THE BOX)	
	Don't know	7
	Would not contact anyone	8



2	If you had a friend with a mental health problem who well, which of the following would you contact <u>first?</u> Please assume that (s)he is living in his/her own health how to contact his/her relative(s).	
_	PLEASE TICK ONE BOX ONLY	
	Their nurse/professional carer	1
	Hospital	2
	NHS Direct	3
	GP or family doctor	4
	Social Services	5
	Police	6
	Something else (PLEASE WRITE IN THE BOX)	
	Don't know	7
	Would not contact anyone	8
3	If you thought a child was in danger of being abused the following would you contact <u>first</u> ? Please assume the child is <u>not</u> related to you.	in any way, which of
3	the following would you contact <u>first</u> ?	in any way, which of
3	the following would you contact <u>first</u> ? Please assume the child is <u>not</u> related to you.	in any way, which of
3	the following would you contact <u>first</u> ? Please assume the child is <u>not</u> related to you. PLEASE TICK ONE BOX ONLY	in any way, which of
3	the following would you contact <u>first</u> ? Please assume the child is <u>not</u> related to you. PLEASE TICK ONE BOX ONLY NHS Direct	in any way, which of
3	the following would you contact first? Please assume the child is not related to you. PLEASE TICK ONE BOX ONLY NHS Direct GP or family doctor	in any way, which of 1 2 3 4
3	the following would you contact first? Please assume the child is not related to you. PLEASE TICK ONE BOX ONLY NHS Direct GP or family doctor NSPCC or Childline	in any way, which of 1 2 3 4
3	the following would you contact first? Please assume the child is not related to you. PLEASE TICK ONE BOX ONLY NHS Direct GP or family doctor NSPCC or Childline Police	in any way, which of 1 2 3 4 5 6
3	the following would you contact first? Please assume the child is not related to you. PLEASE TICK ONE BOX ONLY NHS Direct GP or family doctor NSPCC or Childline Police Social Services	1 2 3 4 L 5 5 L
3	the following would you contact first? Please assume the child is not related to you. PLEASE TICK ONE BOX ONLY NHS Direct GP or family doctor NSPCC or Childline Police Social Services Hospital	1 2 3 4 5 5 6 6
3	the following would you contact first? Please assume the child is not related to you. PLEASE TICK ONE BOX ONLY NHS Direct GP or family doctor NSPCC or Childline Police Social Services Hospital The child's parent(s), guardian(s) or other relatives	1 2 3 4 5 5 6 6
3	the following would you contact first? Please assume the child is not related to you. PLEASE TICK ONE BOX ONLY NHS Direct GP or family doctor NSPCC or Childline Police Social Services Hospital The child's parent(s), guardian(s) or other relatives	1 2 3 4 5 5 6 6

Social Services

We would like to ask you some questions about Social Services. It does not matter how much you know about Social Services, your views are important to us.

4	How much do you feel you know about the work of Lancashire?	of Social Services in
	PLEASE TICK ONE BOX ONLY A great deal	1
	A fair amount	2
	A little	3
	Nothing at all	4
5	Which, if any, of the following services do you the provides? PLEASE TICK ALL THAT APPLY	hink Social Services
	Support for people who have a learning disability	1
	Running of care homes	2
	Support for people who have a mental health problem	3
	Support of drug users	4
	Assessing benefit entitlement	5
	Support for people who have a physical disability/sensory impairment	6
	Support and rehabilitation of offenders	7
	Support homeless people to find accommodation	8
	Support for older people who come out of hospital and need help getting back on their feet	9
	Responsibility for asylum seekers/illegal immigrants	10
	Responsibility for travellers	11
	Something else (PLEASE WRITE IN THE BOX)	
	None of these	12

6	How much do you agree or disagree with the following?							
U	PLEASE TICK ONE BOX O	NLY		A 1 20				
		Strongly agree	Tend to agree	Neither agree nor disagree		Strongly disagree	Don't know	
	erall, Social Services in incashire do a good job							
	And how well informe	ed do vou	feel abou	ıt Social S	Services in	l ancashi	re?	
7	PLEASE TICK ONE BOX O		1001 000					
			Ver	y well info	rmed1			
			Fairl	y well info	rmed \square_2			
				y well info	_			
			NO	t at all info				
				Don't	know ₅			
	a) Where have you se	en or hes	ard good s	storios ah	out social	sarvicas		
8	generally?	en or nee	aru <u>goou</u> :	stories ab	out social	SCI VICES		
	b) And where have yo generally?	u seen o	r heard <u>ba</u>	ad stories	about soc	ial service	es	
	PLEASE TICK AS MANY B	OXES IN E	ACH COLU	MN AS APPI	LY			
				h) Places you ave seen or neard good stories	have s hear	ces you seen or d bad ories	
		Lo	cal newsp	apers	1		1	
		Natio	nal newsp	apers	2		2	
		Re	gional TV	news	3		3	
		Na	ational TV	news	4		4	
		TV	documen	taries	5	L	5	
				ramas	6	L	6	
			Local	radio	7	L	7	
_			National		8	L	8	
	Friends		s, word of r		9		9	
		Pers	onal exper	rience	10	L	10	
	Somewhere else (F	PLEASE WI	RITE IN THE	E BOX)				
			None of	these	11		11	

9	Have you or your family used any of the following years?	service	es in the last 3
	PLEASE TICK ALL THAT APPLY		
	Home help (domiciliary care)	1	→ GO TO Q10
	Respite care	2	→ GO TO Q10
	Day care services for older people	3	→ GO TO Q10
	Residential care for older people	4	→ GO TO Q10
	Support for people with a learning disability	5	→ GO TO Q10
	Support for people with mental health problems	6	→ GO TO Q10
Su	oport for carers who look after disabled, ill or frail relatives	7	→ GO TO Q10
	Adoption and fostering	8	→ GO TO Q10
	Meals on Wheels	9	→ GO TO Q10
	Volunteer services	10	→ GO TO Q10
	Support for disabled people to access local facilities	11	→ GO TO Q10
_	None of these	12	→ GO TO Q11
10	Overall, how satisfied are/were you with the service/s PLEASE TICK ONE BOX ONLY	you rec	ceived?
	Very satisfied	1	
	Fairly satisfied		
	Neither satisfied nor dissatisfied		
	Fairly dissatisfied		
	Very dissatisfied		
	,		
11	How would you contact Social Services in Lancashire	if you i	needed to?
	PLEASE TICK ALL THAT APPLY Tolonbone		
	Telephone		
	Write a letter	2	
	Visit in person	3	
	Visit website E-mail	4	
	Other (PLEASE WRITE IN THE BOX)	5	
	Other (I LEAGE WINTE IN THE BOX)		
	Don't know	6	

12	And which, if any, of the following organisations described Social Services in Lancashire?	o you think provides
	PLEASE TICK ONE BOX ONLY	
	Local district/borough council	1
	Lancashire County Council	2
	NHS	3
	Central government	4
	Voluntary sector/charities	5
	Somewhere else (PLEASE WRITE IN THE BOX)	
	None of these	6

Protecting the consumer

experienc services p	est 12 months, have yourchased? CK ALL THAT APPLY			
Probl	ems with pricing (eg wrong ր misleading pr	orice, overpricing rice comparisons		→ GO TO Q14
	Poor quality of (goods or services	32	→ GO TO Q14
	Poor safety of	goods or services	3	→ GO TO Q14
	Misle	ading information	14	→ GO TO Q14
	Poor or ina	ndequate labelling	5	→ GO TO Q14
	Incorrect weigh	nts and measures	6	→ GO TO Q14
		Unsafe food	j 7	→ GO TO Q14
	Unfair trading practice	es (eg scams etc	8	→ GO TO Q14
	Something else (PLEASE \	WRITE IN THE BOX)	
		None of these	9	→ GO TO Q15

14	Which, if any, of the	following	did you co	ontact abou	t the prob	olem(s)?	
	PLEASE TICK ALL THAT	APPLY					
		Cour	nty Informa	tion Services	S1		
		e					
		S 3					
			County An	alyst Service	94		
		İ	Friends/fan	nily members	S 5		
		Co	mmunity Le	egal Services	S 6		
			Li	brary service	9		
			Citizens A	dvice Bureau	J 8		
				Solicito	r		
			Trad	e association	n		
		S	orted out w	ith the trade	r		
		Other (PL	EASE WRIT	E IN THE BOX	X)		
			Did not co	ntact anyone	e12		
	How much would v		u know ol	hout Longo	ahira Car	intii Calin	oil!o
15	How much would y Trading Standards s		u Kilow ai	Jour Lanca	Silile Cot	inty Coun	icii s
	PLEASE TICK ONE BOX	ONLY					
				Know a lo	t1		
				Know a little	e		
			Heard of i	Know a little			
	Do you feel that yo	u have en	Nev	t but that's al	II 3	tho to cor	ntact
16	Do you feel that yo for help), to be able		Nev	t but that's alver heard of i	t 4	ho to cor	ntact
16		to deal wit	Nev	rer heard of i	t 4	ho to cor	ntact
16	for help), to be able	to deal wit	Nev	t but that's alver heard of i	t 4	Strongly disagree	Don't know
U	for help), to be able	to deal with FOR EACH Strongly agree	New yough info	rmation, (o wing proble	r know wems?	Strongly disagree	Don't know

Improving standards for consumers

Lancashire County Council's Trading Standards service wants to increase the effectiveness of how they work and are looking at three changes they could make. Please indicate how much you would support or oppose each of the changes.

Proposed change 1

Currently: Most people who complain to Trading Standards are given help by advisors.

Proposed change: Advisors to help customers resolve the complaints themselves, providing further assistance if needed. This would mean more time was available for advisors to deal with the more vulnerable consumers or more serious complaints.

17	How much standards a	would you dvisors hel	support or oppo ping consumers	se the aboresolve the	ve change, ir problems	with trading themselves?
	PLEASE TICK	ONE BOX ON	LY			
	Strongly support	Tend to support	Neither support nor oppose	Tend to oppose	Strongly oppose	Don't know

Proposed change 2

Currently: All complaints received are investigated regardless of their seriousness, from minor textile mislabelling to major consumer frauds.

Proposed change: Only the more serious or widespread complaints will be individually investigated by trading standards officers, though all will be recorded and reviewed for appropriate action or referral. This would enable more thorough investigations of more serious complaints and malpractices.

18	How much would you support or oppose the above change, where advisors only investigate the most serious complaints? PLEASE TICK ONE BOX ONLY							
	Strongly support	Tend to support	Neither support nor oppose	Tend to oppose	Strongly oppose	Don't know		

Proposed change 3

Currently: The majority of Trading Standards inspections are currently **routine** inspections of business premises identified as low, medium and high risk.

Proposed change: Reducing the number of routine inspections and concentrating on **targeted** inspections based on intelligence such as customer complaints. This would mean inspections would cover a less broad area but would target the areas of concern.

19	How much routine and	would you more targe	support or opported investigations	pose the a	bove chang	je, with less ONLY
	Strongly support	Tend to support	Neither support nor oppose	Tend to oppose	Strongly oppose	Don't know

Satisfaction with Lancashire County Council

Finally, we would now like to ask you some questions about how satisfied you are with some of Lancashire County Council's services.

The local tip

Lancashire County Council provides sites for disposing of bulky waste, that is, the local "tip" or "dump". Examples include the Household Waste Recycling Centres on Grosvenor St in Burnley, Saltayre in Lancaster, Tom Benson Way in Preston and Abbey Lane in Burscough.

Have you used a loca	al tip in th	ne last 12	months?			
PLEASE TICK ONE BOX (ONLY					
			Y	es 🗌	1	
			1	No 🗌	2	
Please indicate when following elements o	_					ch of the
(PLEASE ANSWER WHE		•				
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissat- isfied	Very dissat- isfied	It does not apply/ don't know
The location of the site						
The opening hours of the site						
The recycling facilities at the site						
How clean the site is						
How helpful the staff are						
How "user-friendly" the site is (the ability to deposit your waste easily)						
The local tip overall						

Cultural and recreational activities and venues

Please indicate whether following elements of the PLEASE TICK ONE BOX FO	he service			fied with ea	ach of the
(PLEASE ANSWER WHETH	ER YOU USE	THESE SEF	RVICES OR NO	OT)	
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Sports/leisure facilities and events					
Libraries					
Museums and galleries					
Theatres/concert halls					
Parks and open spaces					

The local bus service

Lancashire County Council has responsibility for local bus services, such as Quality Bus, Dial-a-Bus and Garstang Super 8. The authority also has a role in ensuring that privately run local services are meeting the needs of the local community.

Please indicate when following elements of	_				with eac	ch of the
PLEASE TICK ONE BOX F	FOR EACH					
(PLEASE ANSWER WHET	HER YOU	NORMALLY	USE THE BU	IS OR NO	Γ)	
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissat- isfied	Very dissat- isfied	It does not apply/ don't know
The frequency of buses						
The number of bus stops						
The state of the bus stops						
Whether buses arrive on time						
How easy buses are to get on and off						
The local bus service overall						

How frequently, if at all PLEASE TICK ONE BOX ON	•	se the loca	Il bus servi	ce?	
		Almos	t every day	1	
		At least or	nce a week	2	
		About on	ce a month	3	
	W	ithin the las	st 6 months	4	
		Within th	ne last year	5	
		l	onger ago	6	
		1	Never used	7	
		1	don't know	8	
Lancashire County Council has such as Traveline telephone i Centres and bus stop displays. produced by private transport co Please indicate whether following elements of the PLEASE TICK ONE BOX FOR	responsibilit nformation, The author mpanies for er you are the informa	ty for inform internet a ity also ha local servi	and printed s a role in e ces are of the or dissatis	timetables, ensuring the ne standard fied with ea	Information information required.
The amount of information					
The clarity of the information					
The accuracy of the information					
The provision of public transport information overall					
Have you received o transport services in the PLEASE TICK ONE BOX ON	ne last 12 n		information	n provided	on local
			Yes	1	
			No	2	

Complaints handling

27	Have you cor	ntacted Lancash	nire County Counc	il with a comp	laint in the last
21	12 months? PLEASE TICK O	NE DOY ON! V			
	FLEASE HORO	THE BOX ONLT		Yes \square_1	→ GO TO Q28
				No L	→ GO TO Q31
00	What did the	complaint you r	made relate to?		
28	PLEASE WRITE	IN THE BOX (LEAV	'E BLANK IF YOU DO	NOT REMEMBER)
	Which denart	tment(s) did vou	contact about the	complaint(e)	?
29	-	` ,	E BLANK IF YOU DO		
					,
	-				
30	And finally, h		dissatisfied are yo	ou with the way	y the complaint
30		?			
30	was handled	?	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
30	was handled PLEASE TICK O	? NE BOX ONLY	Neither satisfied	Fairly	Very
30	was handled PLEASE TICK O	? NE BOX ONLY	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
30 Ove	was handled' PLEASE TICK O Very satisfied (1)	? NE BOX ONLY Fairly satisfied (2)	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied (5)
30 Ove	was handled' PLEASE TICK O Very satisfied (1)	? NE BOX ONLY Fairly satisfied (2)	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied (5)
30 Ove	was handled? PLEASE TICK O Very satisfied (1) Prall satisfied Taking every	? NE BOX ONLY Fairly satisfied (2) faction wit	Neither satisfied nor dissatisfied (3) Lancashire unt, how satisfied	Fairly dissatisfied (4) County dissatisfied	Very dissatisfied (5)
30 Ove	was handled? PLEASE TICK O Very satisfied (1) Prall satisfied Taking every	PARE BOX ONLY Fairly satisfied (2) faction wite thing into accounty of the county	Neither satisfied nor dissatisfied (3)	Fairly dissatisfied (4) County dissatisfied	Very dissatisfied (5)
30 Ove	was handled? PLEASE TICK O Very satisfied (1) Prall satist Taking every the way Lance PLEASE TICK O	Fairly satisfied Fairly satisfied (2) faction with thing into accordance County (2) NE BOX ONLY	Neither satisfied nor dissatisfied A Lancashire unt, how satisfied council runs thing	Fairly dissatisfied County dor dissatisfied s?	Very dissatisfied (5) Council ed are you with
30 Ove	was handled? PLEASE TICK O Very satisfied (1) Prall satist Taking every the way Lance	PARE BOX ONLY Fairly satisfied (2) faction wite thing into accounty of the county	Neither satisfied nor dissatisfied A Lancashire unt, how satisfied council runs thing	Fairly dissatisfied (4) County d or dissatisfied s?	Very dissatisfied (5) Council

Please return the questionnaire in the reply paid envelope.

Thank you for being part of Life in Lancashire.

Life in Lancashire, Lancashire County Council, Freepost PR864, PRESTON, PR1 8BR



