

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.

Dealing with different situations

1

If you hadn't seen an elderly neighbour for a few days and you were concerned about them, which of the following would you contact first? Please assume that no-one else has been to visit them for a few days and you do not know how to contact their relative(s).

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 wasn't coping very well, which of the following would you contact first?

Please assume that (s)he is living in his/her own home and you do not know 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 in any way, which of the following would you contact first?

Please assume the child is not related to you.

PLEASE TICK ONE BOX ONLY

NHS Direct 1

GP or family doctor 2

NSPCC or Childline 3

Police 4

Social Services 5

Hospital 6

The child's parent(s), guardian(s) or other relatives 7

Something else (PLEASE WRITE IN THE BOX)

Don't know 8

Would not contact anyone 9

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 Social Services in Lancashire?

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 think Social Services provides?

PLEASE TICK ALL THAT APPLY

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?**

PLEASE TICK ONE BOX ONLY

	Strongly agree (1)	Tend to agree (2)	Neither agree nor disagree (3)	Tend to disagree (4)	Strongly disagree (5)	Don't know (6)
Overall, Social Services in Lancashire do a good job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7**And how well informed do you feel about Social Services in Lancashire?**

PLEASE TICK ONE BOX ONLY

Very well informed	<input type="checkbox"/>	1
Fairly well informed	<input type="checkbox"/>	2
Not very well informed	<input type="checkbox"/>	3
Not at all informed	<input type="checkbox"/>	4
Don't know	<input type="checkbox"/>	5

8**a) Where have you seen or heard good stories about social services generally?****b) And where have you seen or heard bad stories about social services generally?**

PLEASE TICK AS MANY BOXES IN EACH COLUMN AS APPLY

	a) Places you have seen or heard good stories	b) Places you have seen or heard bad stories
Local newspapers	<input type="checkbox"/> 1	<input type="checkbox"/> 1
National newspapers	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Regional TV news	<input type="checkbox"/> 3	<input type="checkbox"/> 3
National TV news	<input type="checkbox"/> 4	<input type="checkbox"/> 4
TV documentaries	<input type="checkbox"/> 5	<input type="checkbox"/> 5
TV dramas	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Local radio	<input type="checkbox"/> 7	<input type="checkbox"/> 7
National radio	<input type="checkbox"/> 8	<input type="checkbox"/> 8
Friends, relatives, word of mouth	<input type="checkbox"/> 9	<input type="checkbox"/> 9
Personal experience	<input type="checkbox"/> 10	<input type="checkbox"/> 10
Somewhere else (PLEASE WRITE IN THE BOX)		
	<input type="checkbox"/> 11	<input type="checkbox"/> 11

9**Have you or your family used any of the following services in the last 3 years?**

PLEASE TICK ALL THAT APPLY

- | | | | |
|--|--------------------------|----|-------------|
| Home help (domiciliary care) | <input type="checkbox"/> | 1 | → GO TO Q10 |
| Respite care | <input type="checkbox"/> | 2 | → GO TO Q10 |
| Day care services for older people | <input type="checkbox"/> | 3 | → GO TO Q10 |
| Residential care for older people | <input type="checkbox"/> | 4 | → GO TO Q10 |
| Support for people with a learning disability | <input type="checkbox"/> | 5 | → GO TO Q10 |
| Support for people with mental health problems | <input type="checkbox"/> | 6 | → GO TO Q10 |
| Support for carers who look after disabled, ill or frail relatives | <input type="checkbox"/> | 7 | → GO TO Q10 |
| Adoption and fostering | <input type="checkbox"/> | 8 | → GO TO Q10 |
| Meals on Wheels | <input type="checkbox"/> | 9 | → GO TO Q10 |
| Volunteer services | <input type="checkbox"/> | 10 | → GO TO Q10 |
| Support for disabled people to access local facilities | <input type="checkbox"/> | 11 | → GO TO Q10 |
| None of these | <input type="checkbox"/> | 12 | → GO TO Q11 |

10**Overall, how satisfied are/were you with the service/s you received?**

PLEASE TICK ONE BOX ONLY

- | | | |
|------------------------------------|--------------------------|---|
| Very satisfied | <input type="checkbox"/> | 1 |
| Fairly satisfied | <input type="checkbox"/> | 2 |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> | 3 |
| Fairly dissatisfied | <input type="checkbox"/> | 4 |
| Very dissatisfied | <input type="checkbox"/> | 5 |

11**How would you contact Social Services in Lancashire if you needed to?**

PLEASE TICK ALL THAT APPLY

- | | | |
|---------------------------------|--------------------------|---|
| Telephone | <input type="checkbox"/> | 1 |
| Write a letter | <input type="checkbox"/> | 2 |
| Visit in person | <input type="checkbox"/> | 3 |
| Visit website | <input type="checkbox"/> | 4 |
| E-mail | <input type="checkbox"/> | 5 |
| Other (PLEASE WRITE IN THE BOX) | | |
| <input type="text"/> | | |
| Don't know | <input type="checkbox"/> | 6 |

12**And which, if any, of the following organisations do you think provides Social Services in Lancashire?**

PLEASE TICK ONE BOX ONLY

Local district/borough council 1Lancashire County Council 2NHS 3Central government 4Voluntary sector/charities 5

Somewhere else (PLEASE WRITE IN THE BOX)

None of these 6

Protecting the consumer

13**In the last 12 months, have you or a member of your household experienced any of the following with any goods (including food) or services purchased?**

PLEASE TICK ALL THAT APPLY

Problems with pricing (eg wrong price, overpricing, misleading price comparisons) 1 → GO TO Q14Poor quality of goods or services 2 → GO TO Q14Poor safety of goods or services 3 → GO TO Q14Misleading information 4 → GO TO Q14Poor or inadequate labelling 5 → GO TO Q14Incorrect weights and measures 6 → GO TO Q14Unsafe food 7 → GO TO Q14Unfair trading practices (eg scams etc) 8 → GO TO Q14

Something else (PLEASE WRITE IN THE BOX)

None of these 9 → GO TO Q15

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 would you support or oppose the above change, with trading standards advisors helping consumers resolve their problems themselves?

PLEASE TICK ONE BOX ONLY

Strongly
support
(1)

Tend to
support
(2)

Neither support
nor oppose
(3)

Tend to
oppose
(4)

Strongly
oppose
(5)

Don't know
(6)

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
(1)

Tend to
support
(2)

Neither support
nor oppose
(3)

Tend to
oppose
(4)

Strongly
oppose
(5)

Don't know
(6)

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 would you support or oppose the above change, with less routine and more targeted investigations?

PLEASE TICK ONE BOX ONLY

Strongly
support
(1)

Tend to
support
(2)

Neither support
nor oppose
(3)

Tend to
oppose
(4)

Strongly
oppose
(5)

Don't know
(6)

24**How frequently, if at all, do you use the local bus service?**

PLEASE TICK ONE BOX ONLY

- Almost every day 1
- At least once a week 2
- About once a month 3
- Within the last 6 months 4
- Within the last year 5
- Longer ago 6
- Never used 7
- I don't know 8

Public transport information

Lancashire County Council has responsibility for information about local transport services such as Traveline telephone information, internet and printed timetables, Information Centres and bus stop displays. The authority also has a role in ensuring the information produced by private transport companies for local services are of the standard required.

25**Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide.**

PLEASE TICK ONE BOX FOR EACH

	Very satisfied (1)	Fairly satisfied (2)	Neither satisfied nor dissatisfied (3)	Fairly dissatisfied (4)	Very dissatisfied (5)
The amount of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clarity of the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy of the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of public transport information overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26**Have you received or seen any of the information provided on local transport services in the last 12 months?**

PLEASE TICK ONE BOX ONLY

- Yes 1
- No 2

Complaints handling

27

Have you contacted Lancashire County Council with a complaint in the last 12 months?

PLEASE TICK ONE BOX ONLY

Yes ₁ → GO TO Q28

No ₂ → GO TO Q31

28

What did the complaint you made relate to?

PLEASE WRITE IN THE BOX (LEAVE BLANK IF YOU DO NOT REMEMBER)

29

Which department(s) did you contact about the complaint(s)?

PLEASE WRITE IN THE BOX (LEAVE BLANK IF YOU DO NOT REMEMBER)

30

And finally, how satisfied or dissatisfied are you with the way the complaint was handled?

PLEASE TICK ONE BOX ONLY

Very satisfied (1)	Fairly satisfied (2)	Neither satisfied nor dissatisfied (3)	Fairly dissatisfied (4)	Very dissatisfied (5)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall satisfaction with Lancashire County Council

31

Taking everything into account, how satisfied or dissatisfied are you with the way Lancashire County Council runs things?

PLEASE TICK ONE BOX ONLY

Very satisfied (1)	Fairly satisfied (2)	Neither satisfied nor dissatisfied (3)	Fairly dissatisfied (4)	Very dissatisfied (5)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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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