

Listening to your Views

December 2003

The Occupier
ADDRESS1
ADDRESS2
ADDRESS3
ADDRESS4
ADDRESS5
POSTCODE

Dear local resident,

MORI recently sent you a questionnaire asking for your views on the services provided by your local authority. We have now received most of the questionnaires back. However, our aim is to get as many replies as possible so that we can be sure that the views of all residents are fairly represented.

We'd like to hear your views about life in the local area and about issues such as transport, recycling and leisure facilities.

It doesn't matter if you've only just moved into the area, or if you don't pay Council Tax - it is important that we hear everybody's views so that we can put our resources where it really matters.

All of your answers will be treated in the strictest confidence and will only be used to monitor the local authority's services. Anonymised responses may be passed on to the Office for the Deputy Prime Minister so that national patterns of service satisfaction can be studied.

If you have any questions or concerns about this survey please do not hesitate to contact the MORI helpline on FREEPHONE 0800 716 986 or email having.your.say@mori.com.

I very much hope you will be able to take part and feel sure that you will find it interesting. Thank you very much for your help in advance. Please return the completed questionnaire in the pre-paid envelope provided with this questionnaire as soon as possible or by 2nd January 2003. No stamp is required.

If you have already responded, please accept my apologies for sending this reminder to you - you need do nothing more.

Yours sincerely,



Hazel Harding
Leader of the County Council

If you require a large print copy please contact the MORI Helpline on FREEPHONE 0800 716 986 or email having.your.say@mori.com

HELPFUL HINTS FOR COMPLETING THIS QUESTIONNAIRE

- The questionnaire should be completed by any resident aged 18 or over at this address.
- Please read each question carefully and tick a box to indicate your answer.
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.
- Answer every question unless asked otherwise.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- The survey consists of 12 pages and should take no longer than 20 minutes to complete.
- If you have any queries about the questionnaire please do not hesitate to contact Steven Knuckey at Lancashire County Council on 01772 531811.
- Once you have completed the questionnaire please return in the pre-addressed envelope supplied as soon as possible or by 2nd January 2003. You do not need to add a stamp.
- If you cannot find or did not receive the pre-addressed envelope please send to Kate Smith at MORI House, 79-81 Borough Road, London SE1 1FY or call the MORI helpline on FREEPHONE 0800 716 986.

THE QUALITY OF LIFE IN THIS AREA

Q1 Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? PLEASE TICK UP TO FIVE

- | | | | |
|---|--------------------------|--------------------------------------|--------------------------|
| Access to nature | <input type="checkbox"/> | Low level of traffic congestion | <input type="checkbox"/> |
| Activities for teenagers | <input type="checkbox"/> | Parks and open spaces | <input type="checkbox"/> |
| Affordable decent housing | <input type="checkbox"/> | Public transport | <input type="checkbox"/> |
| Clean streets | <input type="checkbox"/> | Race relations | <input type="checkbox"/> |
| Community activities | <input type="checkbox"/> | Road and pavement repairs | <input type="checkbox"/> |
| Cultural facilities (eg cinemas, museums) | <input type="checkbox"/> | Shopping facilities | <input type="checkbox"/> |
| Education provision | <input type="checkbox"/> | Sports and leisure facilities | <input type="checkbox"/> |
| Facilities for young children | <input type="checkbox"/> | Wage levels and local cost of living | <input type="checkbox"/> |
| Health services | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Job prospects | <input type="checkbox"/> | None of these | <input type="checkbox"/> |
| Low level of crime | <input type="checkbox"/> | Other (PLEASE WRITE IN) | <input type="checkbox"/> |
| Low level of pollution | <input type="checkbox"/> | | |

Q2 Thinking about this local area, which of the things below, if any, do you think most need improving? PLEASE TICK UP TO FIVE

- | | | | |
|--------------------------------------|--------------------------|---|--------------------------|
| Wage levels and local cost of living | <input type="checkbox"/> | Facilities for young children | <input type="checkbox"/> |
| Sports and leisure facilities | <input type="checkbox"/> | Education provision | <input type="checkbox"/> |
| Shopping facilities | <input type="checkbox"/> | Cultural facilities (eg cinemas, museums) | <input type="checkbox"/> |
| Road and pavement repairs | <input type="checkbox"/> | Community activities | <input type="checkbox"/> |
| Race relations | <input type="checkbox"/> | Clean streets | <input type="checkbox"/> |
| Public transport | <input type="checkbox"/> | Affordable decent housing | <input type="checkbox"/> |
| Parks and open spaces | <input type="checkbox"/> | Activities for teenagers | <input type="checkbox"/> |
| Level of traffic congestion | <input type="checkbox"/> | Access to nature | <input type="checkbox"/> |
| Level of pollution | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Level of crime | <input type="checkbox"/> | None of these | <input type="checkbox"/> |
| Job prospects | <input type="checkbox"/> | Other (PLEASE WRITE IN) | <input type="checkbox"/> |
| Health services | <input type="checkbox"/> | | |

YOUR LOCAL AUTHORITY

Lancashire County Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. We would like to hear your views on those 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, Burnley; Saltayre, Lancaster; Tom Benson Way, Preston and Abbey Lane, Burscough.

Q3

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:

PLEASE ONLY ANSWER THIS QUESTION IF YOU HAVE USED A LOCAL TIP IN THE LAST 12 MONTHS

PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The location of the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The opening hours of the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The recycling facilities at the site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clean the site is.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How helpful the staff are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How "user-friendly" the site is (the ability to deposit your waste easily)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local tip overall.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PUBLIC TRANSPORT INFORMATION

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

Q4

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	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The amount of information	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
The accuracy of the information	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>

Q5

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

PLEASE TICK ONE BOX

Yes
No

THE LOCAL BUS SERVICE

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

Q6

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service:

PLEASE ANSWER WHETHER YOU NORMALLY USE THE BUS OR NOT

PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The frequency of buses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The state of the bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether buses arrive on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy buses are to get on and off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local bus service overall.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7

How frequently, if at all, do you use the local bus service? PLEASE TICK ONE BOX

Almost every day <input type="checkbox"/>	Within the last 6 months <input type="checkbox"/>	Never used <input type="checkbox"/>
At least once a week <input type="checkbox"/>	Within the last year <input type="checkbox"/>	I don't know <input type="checkbox"/>
About once a month <input type="checkbox"/>	Longer ago <input type="checkbox"/>	

CULTURAL AND RECREATIONAL ACTIVITIES AND VENUES

The County Council directly supports cultural and recreational activities and venues. The authority's licensing and planning responsibilities also make a difference to the level of private and voluntary cultural provision in your area.

Q8

Please indicate how frequently you have used the following cultural and recreational services provided or supported by the County Council in the last 12 months:

PLEASE TICK ONE BOX FOR EACH

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
Sports/Leisure facilities & events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums and galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/Concert halls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9

Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Lancashire County Council:

PLEASE ANSWER WHETHER YOU HAVE USED THESE SERVICES OR NOT

PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Sports/Leisure facilities & events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums and galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/Concert halls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WHAT DOES YOUR COUNCIL DO?

This section summarises what some of your local authority service departments do:

Transport services

- Planning and delivering schemes to improve the transport network, including new roads, bus lanes, park and ride and traffic calming schemes
- Ensuring the efficient management of the transport network
- Maintaining the highway, which includes roads, footpaths, cycle-ways and bridges
- Supporting public transport; financial support for bus services that are socially necessary but unprofitable, providing concessionary travel, transport and travel information
- Controlling on-street car parking, including charging
- Providing bus travel to school and services for people with special needs

Environmental services

- The recycling and disposal of domestic waste
- Provision of lighting to streets and public places
- A range of public protection activities, eg safety of premises like petrol stations, entertainment centres and shops

Local Authority Education service

- Community education
- Student awards, grants and loans
- Education admission to schools/exclusions
- Educational psychology
- Education welfare
- Special education and needs teaching
- Governor services

Social Services Department

- Assessing the social care needs of children in need and disabled adults and their carers.
- Protection of children at risk and the promotion of the welfare of children in need
- Arranging services including family support, in family centres, child development centres, foster carers, residential services, aftercare support and by providing short breaks

- Promoting the safety and independence of frail elderly people, adults with physical and sensory disabilities, people with learning disabilities and people with mental health problems
- Arranging services including practical and emotional support, providing equipment and adaptations to homes, day activities, intensive care in the home, short breaks and residential care.

Planning services

- Prepare all statutory plans regarding land use and development in the county
- Give expert advice to developers to help ensure developments take place
- Scrutinise and approve planning applications
- Investigate contravention's of planning approvals and regulations; take appropriate action

Cultural and Recreational services

- Arts, music, festival and dance development
- Library services - including mobile libraries
- Museums and heritage services
- Neighbourhood and community centres
- Grant aid to local voluntary groups
- Manage parks and open spaces - including nature reserves and woodland

INFORMATION PROVISION

Q10 How well informed do you think Lancashire County Council keeps residents about the services and benefits it provides?

PLEASE TICK ONE BOX

- Keeps us very well informed
- Keeps us fairly well informed
- Gives us only a limited amount of information
- Doesn't tell us much at all about what it does
- Don't know

OVERALL SATISFACTION WITH THE AUTHORITY AS A WHOLE

Q11 Please indicate whether you or any other member of your family have used any of the following services provided by Lancashire County Council in the last 12 months:

PLEASE TICK ALL APPLICABLE

- Transport services
- Environmental services
- Fire services
- Local Authority Education services
- Personal social services
- Planning services
- Cultural and recreational services

Q12 Please indicate how satisfied or dissatisfied you are overall with the following services provided by Lancashire County Council :

PLEASE ANSWER WHETHER YOU HAVE USED THESE SERVICES OR NOT

PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Transport services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Authority Education services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural and recreational services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?

PLEASE TICK ONE BOX

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

HAVE THINGS GOT BETTER OR WORSE?

Q14 Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?

PLEASE TICK ONE BOX

- Better
Stayed the same
Worse
Don't know

Q15 For each of the following services provided by Lancashire County Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

PLEASE TICK ONE BOX FOR EACH

	Better	Stayed the same	Worse	Don't know
Local tips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums/galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/Concert halls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMPLAINTS HANDLING

Q16 Have you contacted the authority with a complaint(s) in the last 12 months?

PLEASE TICK ONE BOX

- Yes PLEASE ANSWER THE NEXT THREE QUESTIONS (Q17-Q19)
No GO TO Q20

Q17 What did the complaint you made relate to?

PLEASE WRITE IN (LEAVE BLANK IF YOU CANNOT REMEMBER)

Q18 Which department(s) did you contact about the complaint(s)?

PLEASE WRITE IN (LEAVE BLANK IF YOU CANNOT REMEMBER)

Q19 How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?

PLEASE TICK ONE BOX

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

CHANGES IN YOUR QUALITY OF LIFE

Q20 Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?

PLEASE TICK ONE BOX FOR EACH

	Better	Stayed the same	Worse	Don't know
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (eg cinemas, museums)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and local cost of living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ANTI-SOCIAL BEHAVIOUR

Q21 Thinking about this local area, how much of a problem do you think are...

PLEASE TICK ONE BOX FOR EACH

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
Noisy neighbours or loud parties?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teenagers hanging around on the streets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to property or vehicles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being attacked because of their skin colour, ethnic origin or religion?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public spaces?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People sleeping rough on the streets or in other public places?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish and litter lying around?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out cars?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ABOUT YOURSELF

To ensure that we are meeting the needs of all residents it is important that we ask you a few questions about yourself. As with all the questions, your answers will be completely confidential.

Q22 Are you...

PLEASE TICK ONE BOX

- Male
 Female

Q23 What was your age on your last birthday?

PLEASE WRITE IN

years

Q24 How long have you/your household been living in your current accommodation?

PLEASE TICK ONE BOX

- Under 1 year
 1-2 years
 3-5 years
 6-10 years
 11-20 years
 21+ years
 Don't know/can't remember

Q25 How long have you/your household been living in this area?

PLEASE TICK ONE BOX

- Under 1 year
 1-2 years
 3-5 years
 6-10 years
 11-20 years
 21+ years
 Don't know/can't remember

Q26 In which of these ways does your household occupy your current accommodation?

PLEASE TICK ONE BOX

- Owned outright
 Buying on mortgage
 Rent from council
 Rent from Housing Association/Trust
 Rented from private landlord
 Other (PLEASE WRITE IN)

Q27 How many adults aged 18 or over are living here?

PLEASE TICK ONE BOX

- One
 - Two
 - Three
 - Four
 - Five
 - More than five (PLEASE WRITE IN)
-

Q28 Which of these activities best describes what you are doing at present?

PLEASE TICK ONE BOX

- Employee in full-time job (30 hours plus per week)
 - Employee in part-time job (under 30 hours per week)
 - Self employed full or part-time
 - On a government supported training programme (e.g. Modern Apprenticeship/Training for Work) . . .
 - Full-time education at school, college or university.
 - Unemployed and available for work .
 - Permanently sick/disabled
 - Wholly retired from work
 - Looking after the home
 - Doing something else (PLEASE WRITE IN)
-

Q29 Do you have any long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time.)

PLEASE TICK ONE BOX

- Yes ANSWER THE NEXT QUESTION (Q30)
- No GO TO Q31

Q30 Does this illness or disability limit your activities in any way?

PLEASE TICK ONE BOX

- Yes
- No

Q31 Which of these groups do you consider you belong to? PLEASE TICK ONE BOX

White

- British
 - Irish
 - Any other White background (PLEASE WRITE IN)
-

Black or Black British

- Caribbean
 - African
 - Any other Black background (PLEASE WRITE IN)
-

Mixed

- White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other mixed background (PLEASE WRITE IN)
-

Asian or Asian British

- Indian
 - Pakistani
 - Bangladeshi
 - Any other Asian background (PLEASE WRITE IN)
-

- Chinese
 - Other ethnic group (PLEASE WRITE IN)
-

Is there anything else you would like to add?

PLEASE WRITE IN BOX BELOW

LANCASHIRE COUNTY COUNCIL RESIDENTS PANEL

Lancashire County Council is setting up a panel of residents who will be asked from time to time to take part in research on local issues. Can we give your name and address to Lancashire County Council so that they can send you more information about the Residents' Panel?

Only your name and address will be passed on to Lancashire County Council. Your answers to this survey will remain confidential.

PLEASE TICK ONE BOX AND SIGN BELOW

Yes, my name and address
can be passed on to
Lancashire County Council

IMPORTANT: Please complete
CONTACT DETAILS below

No, do not pass on my name and
address to Lancashire County Council

SIGNATURE:

CONTACT DETAILS

FIRST NAME

FAMILY NAME:

Please check that your address on the front page is correct. If any details are NOT correct, please write your correct address details in the box below.

CORRECT ADDRESS:

THANK YOU very much for taking part
in this survey.