

If you require a large print copy, please contact
Nicola Pemberton on 01772 533827.

Helpful hints for completing this questionnaire

- The questionnaire should be **completed by any resident aged 18 or over** living 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 the next 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 11 pages and should take no longer than 15 minutes to complete.
- If you have any queries about the questionnaire please do not hesitate to contact Steven Knuckey on 01772 531811.
- Once you have completed the questionnaire please return it in the pre-addressed envelope supplied by the date shown on the cover letter. **You do not need to add a stamp.**
- If you cannot find or did not receive the pre-addressed envelope please send to User Satisfaction Survey, Lancashire County Council, Freepost PR864, Preston PR1 8BR, or call Nicola Pemberton on 01772 533827.

Section 1: About your local 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 boxes only in the left column below.**

Q2

And thinking about this local area, which of the things below, if any, do you think most need improving? **Please tick ✓ up to FIVE boxes only in the right column below.**

	Q1 Most important in making somewhere a good place to live	Q2 Most needs improving in this local area
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (eg cinemas, museums)	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and local cost of living	<input type="checkbox"/>	<input type="checkbox"/>
Other (✓ and write in below)	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Q3

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Please tick ✓ one box only.

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

Anti-social behaviour**Q4**

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

Please tick ✓ one box per row.

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
... parents not taking responsibility for the behaviour of their children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... people not treating other people with respect and consideration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... 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"/>
... rubbish and litter lying around	<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"/>
... abandoned or burnt out cars	<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 using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5

To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together? Please tick ✓ one box only.

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree
- Don't know
- Too few people in local area
- All the same background

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, and transport and travel information.
- Controlling on-street car parking, including charging.
- Planning and providing transport on behalf of education and adult services.

Environmental services

- Waste management.
- The recycling and disposal of municipal waste.
- Provision of lighting to streets and public places.
- A range of public protection activities, eg safety of premises such as petrol stations, entertainment centres and shops.

Services for children and young people

- Community education.
- Student awards, grants and loans.
- Admission to schools/exclusions.
- Educational psychology.
- Youth and Community Service.
- Sure Start, Early Years and Childcare Service.
- Education welfare.
- Special educational needs teaching.
- Governor services.
- Commissioning the building of new schools in co-operation with local partners.
- Assessing the social care needs of children in need and their carers.
- Protecting children at risk and promoting the welfare of children in need.
- Arranging services, including foster carers, adoption and family support in Family Centres and Child Development Centres.

Services for adults

- Assessing the social care needs of disabled adults and their carers.
- Promoting the wellbeing of older people and vulnerable adults, including people with physical and sensory disabilities, people with learning disabilities and people with mental health problems.
- Assessing the needs of particularly vulnerable people and their carers and arranging services including practical and emotional support, equipment and adaptations to homes, day activities, intensive care in the home, short breaks and residential care.
- The Welfare Rights Service.

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 contraventions of planning approvals and building regulations, and take appropriate action.

Cultural and recreational services

- Arts, music, festival and dance development.
- Sports and leisure facilities.
- Library services - including mobile libraries.
- Museums and heritage services.
- Records Office.
- Registration and coroners' services.
- Student services and adult learning.
- Neighbourhood and community centres.
- Grant aid to local voluntary groups.
- Manage parks and open spaces - including nature reserves and woodland.

Section 2: 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. Further information is given in 'What does your council do?' above.

The local tip/household waste recycling centre

Lancashire County Council provides facilities around the county where you can recycle your rubbish. Examples include the household waste recycling centres on Grosvenor Street in Burnley, Saltayre in Lancaster and Tom Benson Way in Preston.

Q6

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 or HOUSEHOLD WASTE RECYCLING CENTRE IN THE LAST 12 MONTHS.

Please tick ✓ one box per row.

	Very satisfied	Fairly satisfied	Neither	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/household waste recycling centre overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Public transport information

Lancashire County Council has responsibility for providing information about local public transport services in the form of timetables, the internet, bus stop displays and Traveline. The council also provides an SMS text-messaging service about bus times from individual bus stops.

Q7

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 per row.

	Very satisfied	Fairly satisfied	Neither	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 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"/>	

Q8

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
- No
- Don't know

The local bus service

Lancashire County Council has responsibility for providing socially necessary local bus services such as rural, evening, weekend and school bus services. The council also provides a network of community transport services such as dial-a-ride and community car schemes.

Q9

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service. PLEASE ANSWER THIS QUESTION WHETHER YOU USE THE BUS OR NOT. Please tick ✓ one box per row.

	Very satisfied	Fairly satisfied	Neither	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"/>	

Q10

How frequently, if at all, do you use the local bus service? Please tick ✓ one box only.

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

Cultural and recreational activities and venues

Lancashire 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.

Q11

Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Lancashire County Council. PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT. Please tick ✓ one box per row.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Sports/leisure facilities and 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"/>

Q12

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

Please tick ✓ one box per row.

	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	It does not apply/don't know
Sports/leisure facilities and 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"/>

Q13

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 per row.

	Better	Stayed the same	Worse	Don't know
Local tips/household waste recycling centres	<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"/>

Other services

Lancashire County Council also provides other services. Lancashire Fire and Rescue Service has responsibility for fire and rescue services in your area.

Q14

Please indicate how satisfied or dissatisfied you are overall with the following services provided by Lancashire County Council. PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THESE SERVICES OR NOT. Please tick ✓ one box per row.

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Planning 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"/>
Fire and rescue service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local authority education service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15

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 boxes that apply.

Planning services	<input type="checkbox"/>	Personal social services	<input type="checkbox"/>	Fire and rescue service	<input type="checkbox"/>	Local authority education services	<input type="checkbox"/>
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Q16

Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things? Please tick ✓ one box only.

Very satisfied	<input type="checkbox"/>	Fairly satisfied	<input type="checkbox"/>	Neither satisfied nor dissatisfied	<input type="checkbox"/>	Fairly dissatisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>
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Section 3: Information about your council and its services

Q17 How well informed do you feel about each of the following?
Please tick ✓ one box per row.

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How to pay bills to the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How and where to register to vote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How you can get involved in local decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to complain to the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the council spends its money on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What standard of service you should expect from the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether the council is delivering on its promises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the council is doing to tackle anti-social behaviour in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well the council is performing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how well informed do you think your council keeps residents about the services and benefits it provides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 How do you find out about Lancashire County Council? Please tick the MAIN source you use from the list below. Please tick ✓ one box only.

- Local media (newspapers, television, radio)
- Information provided by the council (newspaper/magazine, leaflets, posters)
- Council website/internet
- From local councillor
- Direct contact with the council
- Word-of-mouth (eg family or friends)
- Other source (✓ and write in below)

None of the above

Don't know

Section 4: Contacting your council

Making a complaint

Q19 Have you contacted the authority with a complaint(s) in the last 12 months?
Please tick ✓ one box only.

- Yes → GO TO Q20
- No → GO TO Q22

Q20 What did the complaint(s) relate to?
Please write in below. Write in 'don't know' if you cannot recall.

Section 5: Local decision-making

Lancashire County Council provides opportunities for residents to participate in decision-making in your local area such as our citizens' panel called Life in Lancashire, focus groups, Cabinet Question Time and the Lancashire Youth Council.

Q25 Overall, how satisfied or dissatisfied are you with the opportunities for participation in local decision-making provided by your council? **Please tick ✓ one box only.**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26 Do you agree or disagree that you can influence decisions affecting your local area? **Please tick ✓ one box only.**

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 Generally speaking, would you like to be more involved in the decisions your council makes that affect your local area? **Please tick ✓ one box only.**

Yes	No	Depends on the issue	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 6: How your council performs overall

Q28 Here are some things that other people have said about their council. To what extent do you think that these statements apply to your local council? **Please tick ✓ one box per row.**

My council...	A great deal	To some extent	Not very much	Not at all	Don't know
... is making the local area a better place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... is working to make the area safer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... is working to make the area cleaner and greener	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... is efficient and well run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... provides good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... is trustworthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... is remote and impersonal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... promotes the interests of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... acts on the concerns of local residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... treats all types of people fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 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 only.**

Better	Stayed the same	Worse	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 7: About yourself

Q30 Are you male or female? **Please tick ✓ one box only.**

Male
Female

Q31 What was your age on your last birthday? **Please write in below.**

years

Q32

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

Please tick ✓ one box only.

Under 1 year 1-2 years 3-5 years 6-10 years 11-20 years 21+ years Don't know/can't remember **Q33**

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

Please tick ✓ one box only.

Under 1 year 1-2 years 3-5 years 6-10 years 11-20 years 21+ years Don't know/can't remember **Q34**

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

Please tick ✓ one box only.

Owned outright Buying on mortgage Rent from council Rent from Housing Association/Trust Rented from private landlord Other (✓ and write in below)

Q35How many adults aged 18 or over are living here?

Please tick ✓ one box only.

One Two Three Four Five More than five Other (✓ and write in number below)

Q36

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

Please tick ✓ one box only.

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
(eg 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 (✓ and write in below)

Q37

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 only.

Yes → GO TO Q38No → GO TO Q39

Q38

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

Please tick ✓ one box only.

Yes No **Q39**

To which of these groups do you consider you belong to?

Please tick ✓ one box only.

WhiteBritish Irish Any other White background
(✓ and write in below) **Black or Black British**Caribbean African Any other Black background
(✓ and write in below) **Mixed**White and Black Caribbean White and Black African White and Asian Any other Mixed background
(✓ and write in below) **Asian**Indian Pakistani Bangladeshi Any other Asian background
(✓ and write in below) **Chinese**Chinese **Other**Other ethnic group
(✓ and write in below) **Q40**

Is there anything else you would like to add?

Please write in below.

Lancashire County Council residents' panel

We would like you to help us shape and improve local services. By joining Life in Lancashire – our residents' panel – you will tell us your opinions about our services and about local issues. *Your answers to this survey will remain confidential and your personal details will not be passed onto any other organisation.*

Can we send you some more information about Life in Lancashire?

PLEASE TICK ONE BOX AND SIGN BELOW

Yes Please fill in your contact details oppositeNo

Signature

Contact details

PLEASE WRITE IN BLOCK CAPITALS IN THE BOXES

Name

Please check that your address on the front page is correct. If any details are wrong, please write your correct address in the box below.

Address

Thank you very much for taking part in this survey.

Please return your questionnaire in the pre-paid envelope provided.