

Your membership number is:



## Your Living in Lancashire survey

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.

### Improving your local area

Lancashire County Council is looking at the ways streetscene services are provided and how we can work better with our partners to keep them up to a high standard. Streetscene is everything that you see when you are out and about in your local area. This includes things like roads, street lighting, street furniture (eg litter bins, benches) and grass verges.

We'd like your views on how well Lancashire County Council and it's partners (eg your local district or parish council) are doing at the moment in maintaining the streetscene in your local area, and how we can improve.

**1**

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

PLEASE TICK ONE BOX

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

**2**

**Thinking about the neighbourhood you live in, how much of a problem are the following?** PLEASE TICK ONE BOX FOR EACH FACTOR TO SHOW HOW BIG A PROBLEM IT IS IN YOUR NEIGHBOURHOOD

	A very big problem	A fairly big problem	A slight problem	Not a problem at all	Don't know /unsure
Empty/deserted buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boarded/broken windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned/burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalised telephone kiosk's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**6****How much do you agree or disagree with the following statements about the roads in Lancashire overall?** PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The roads in Lancashire are repaired quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The roads in Lancashire are repaired to an acceptable standard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Pavements and public rights of way****7****Thinking about pavements and public rights of way in your local area, how satisfied or dissatisfied are you with each of the following?**

PLEASE TICK ONE BOX FOR EACH FACTOR

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Maintenance of footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance of alleys, ginnels or passageways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of dropped kerbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of crossings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of crossings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8****Thinking about the neighbourhood you live in, how much of a problem are the following?** PLEASE TICK ONE BOX FOR EACH FACTOR TO SHOW HOW BIG A PROBLEM IT IS IN YOUR NEIGHBOURHOOD

	A very big problem	A fairly big problem	A slight problem	Not a problem at all	Don't know /unsure
Rubbish and litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9****How much do you agree or disagree with the following statements about the pavements in Lancashire overall?** PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The pavements in Lancashire are repaired quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The pavements in Lancashire are repaired to an acceptable standard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Street lighting

10

How satisfied or dissatisfied are you with the street lighting provided in the following places in your local area? PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Local town centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Main roads in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other roads in your local area (eg residential roads)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In alleys, ginnels or passageways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11

Thinking about the neighbourhood you live in, how much of a problem are the following? PLEASE TICK ONE BOX FOR EACH FACTOR TO SHOW HOW BIG A PROBLEM IT IS IN YOUR NEIGHBOURHOOD

	A very big problem	A fairly big problem	A slight problem	Not a problem at all	Don't know /unsure
Inadequate lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Broken/damaged street lamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12

How much do you agree or disagree with the following statements? PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know /unsure
Street lighting in my area is generally kept in good repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would know how to report a faulty street light to the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel repairs to street lights are promptly carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall I am satisfied with street lighting in Lancashire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13****How safe do you feel walking alone in each of the following situations?**

PLEASE TICK ONE BOX FOR EACH SITUATION

	Very safe	Fairly safe	Not very safe	Not at all safe	Don't know /unsure
In your local area during the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In your local area after dark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lancashire County Council is looking at the options for street lighting in Lancashire. We'd like to hear your views on whether you think lower street lighting levels at certain times of the night would be acceptable in residential areas.

**14****After what time in the evening, if at all, do you feel lower lighting levels in residential streets would be acceptable from...****a) in the summer months; and****b) in the winter months?**

PLEASE TICK ONE BOX FOR EACH SITUATION

	a) in summer	b) in winter
21.00	<input type="checkbox"/>	<input type="checkbox"/>
22.00	<input type="checkbox"/>	<input type="checkbox"/>
-----		
23.00	<input type="checkbox"/>	<input type="checkbox"/>
Midnight	<input type="checkbox"/>	<input type="checkbox"/>
-----		
1.00	<input type="checkbox"/>	<input type="checkbox"/>
2.00	<input type="checkbox"/>	<input type="checkbox"/>
-----		
3.00	<input type="checkbox"/>	<input type="checkbox"/>
Never	<input type="checkbox"/>	<input type="checkbox"/>
-----		
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

**15****Before what time in the morning, if at all, do you feel lower lighting levels in residential streets would be acceptable until...****a) in the summer months; and****b) in the winter months?**

PLEASE TICK ONE BOX FOR EACH SITUATION

	a) in summer	b) in winter
3.00	<input type="checkbox"/>	<input type="checkbox"/>
4.00	<input type="checkbox"/>	<input type="checkbox"/>
-----		
5.00	<input type="checkbox"/>	<input type="checkbox"/>
6.00	<input type="checkbox"/>	<input type="checkbox"/>
-----		
7.00	<input type="checkbox"/>	<input type="checkbox"/>
8.00	<input type="checkbox"/>	<input type="checkbox"/>
-----		
Never	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>





## Street scene in Lancashire overall

**21**

For each of the following, please let us know if you think they have got better, stayed the same or got worse in the last 12 months.

PLEASE TICK ONE BOX FOR EACH

	Got better	Stayed the same	Got worse	Don't know
Road maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Footpath maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-----				
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-----				
Grass verge maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street tree maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-----				
Overall general street environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**22**

What three things do you think are the top priorities for improving your local environment? PLEASE TICK UP TO THREE BOXES ONLY

- Better signage
- More trees, shrubs or planters
- Better pavements
- Better pedestrian facilities (eg crossings, refuges)
- Better carriageway surfacing
- Better lighting
- More features like public art, sculpture, water features
- More restrictions on vehicle access and parking
- Improved cleanliness (eg litter, dog fouling)
- Improved grass verges and landscaping
- Better road markings
- Better timing of roadworks
- Something else (please write in)

**23**

Is there anything else you would like to tell us about streetscene in Lancashire? PLEASE WRITE IN BELOW



## Lancashire County Council budget and priorities

We want to ask you some questions on what you think about the county council's service priorities, and the Council Tax we charge. First, here is some brief background information about the budget and Council Tax.

### Spending priorities

The budget for 2009/10 was set in February 2009, by the Council's previous administration: a new administration was elected in June 2009. The new administration then took decisions to amend some of the planned spending for the year, and spending plans for future years, but left the overall budget total and the Council Tax for the year to March 2010 unchanged. The budget figures in the rest of this information include the effect of the budget changes adopted by the new administration. The plans for future years include a commitment to have no Council Tax increase for the coming financial year 2010/11, commencing on 1 April 2010.

In this financial year April 2009 to March 2010 the county council will spend £1,788 million (or nearly £1.8 billion). Of that spending, £1,079 million comes from the government for specific services and from charges we make for certain services; the largest item within this is £689 million of government grant to fund schools.

This leaves net spending of £709 million. The table below shows the services we will spend this on.

Spending	£ million	%
Children and young people	185	24
Adult services	318	41
Highways and environmental management	69	9
Community services (including recreation, tourism and libraries)	24	3
Waste management	44	6
Financing charges (borrowing costs for capital schemes, for example long-term road and building projects)	38	5
Public transport	12	2
Public protection (including emergency planning, trading standards, county analyst and registrars)	8	1
Supporting economic development in Lancashire	2	0
Contribution to reserves	14	2
Other services	51	7
<b>Sub total</b>	<b>765</b>	<b>100</b>
Area Based Grant from the Government	-56	
<b>Total net spending</b>	<b>709</b>	

## Council Tax

Our spending is funded by business rates, revenue support grant and Council Tax. The first two of these are fixed amounts we receive from the government. We set Council Tax based on how much more than these amounts we need to cover our total spending.

The table below shows our funding for 2009/10.

	<b>£ million</b>	<b>% of total</b>
Business rates	233	33
Revenue Support Grant	54	8
Council Tax	422	59
<b>Total</b>	<b>709</b>	<b>100</b>

For 2009/10 we set a spending budget of £709 million. We received £287 million from the government, leaving £422 million to be raised from Council Tax. This meant an annual Council Tax charge of £1,108.30 for a property in band D, an increase of 2.9% on the previous year. The Council Tax set by the county council is included together with the Council Tax set by your borough or district council and by the police and fire authorities in one bill sent out by your borough or district council.

## Next year and beyond

The county council's cabinet on 1st September 2009 considered a report on the council's Medium Term Financial Strategy, in the light of the new administration's priorities and the potentially significant impact on public sector finances as a result of the "credit crunch". While financial forecasts beyond 2010/11 are difficult because of the absence of firm information about the level of central government support for local authorities, as well as the ongoing economic uncertainty, this report indicated that a range of savings of between £79m and £142m could be required over the four years to 2013/14. This is between 11% and 30% of the budget excluding schools funding which is ring fenced. Clearly the achievement of savings on such a scale represents a significant challenge for the county council and it is unlikely that savings on this scale can be delivered solely through increased efficiencies.

Following consideration of this report the cabinet resolved, amongst other things, to ask the county council's directorates to examine options for savings amounting to 10% of the budget and to report on the implications of such savings.

## The questions

Based on the information above, we'd like to hear your views on:

- what our spending priorities should be over the next year; and
- the level of Council Tax increase that we should aim for next year.

24

a) Which three or four of the following services should be the highest priorities for spending in the coming years?

b) And which three or four of these services should be the lowest priorities for spending in the coming years?

PLEASE TICK UP TO FOUR BOXES IN EACH COLUMN

	a) Highest spending priorities	b) Lowest spending priorities
Nursery education	<input type="checkbox"/>	<input type="checkbox"/>
Primary and secondary education	<input type="checkbox"/>	<input type="checkbox"/>
Pupils who are socially disadvantaged and children with special educational needs	<input type="checkbox"/>	<input type="checkbox"/>
Children's social care (protecting vulnerable children)	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>
Museums	<input type="checkbox"/>	<input type="checkbox"/>
Adult education	<input type="checkbox"/>	<input type="checkbox"/>
Services for adults with disabilities	<input type="checkbox"/>	<input type="checkbox"/>
Services for older people (including care in their own homes and in residential homes)	<input type="checkbox"/>	<input type="checkbox"/>
Repairing roads and bridges (including emergencies and fixing potholes)	<input type="checkbox"/>	<input type="checkbox"/>
Traffic management (making road travel safer and reducing congestion)	<input type="checkbox"/>	<input type="checkbox"/>
Keeping local bus services running	<input type="checkbox"/>	<input type="checkbox"/>
Waste management (household waste disposal and recycling)	<input type="checkbox"/>	<input type="checkbox"/>
Country parks, open spaces and picnic sites	<input type="checkbox"/>	<input type="checkbox"/>
Support for businesses and attracting investment to Lancashire	<input type="checkbox"/>	<input type="checkbox"/>
Crime prevention (working with partner organisations to help prevent crime and disorder and reduce the fear of crime)	<input type="checkbox"/>	<input type="checkbox"/>
Trading standards (consumer protection)	<input type="checkbox"/>	<input type="checkbox"/>
Welfare rights (helping people get the financial support they are entitled to)	<input type="checkbox"/>	<input type="checkbox"/>
Youth and community services (activities and support for young people)	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

**25****Which of the following most closely matches your opinion on what the council should do about increasing Council Tax next year?**

PLEASE TICK ONE BOX ONLY

No increase in Council Tax over this year, which would mean reductions in county council services  → End of survey

An increase in Council Tax of significantly less than 5%  → Go to Q26

An increase in Council Tax of around 5%  → Go to Q26

An increase in Council Tax of over 5%  → Go to Q26

**26****And what level of increase do you feel you could support?**

PLEASE TICK ONE BOX ONLY

(Note: figures are shown for band D and for the lowest and highest bands, A and H, to illustrate the full range. The effects for the other bands would fall within the ranges shown.)

	<b>Band A</b>	<b>Band D</b>	<b>Band H</b>	
<b>Current 2009/10 Council Tax a week</b>	<b>£14.21</b>	<b>£21.31</b>	<b>£42.63</b>	
With a 2% increase	£14.49	£21.74	£43.48	<input type="checkbox"/>
With a 3% increase	£14.64	£21.95	£43.91	<input type="checkbox"/>
With a 4% increase	£14.78	£22.17	£44.33	<input type="checkbox"/>
With a 5% increase	£14.92	£22.38	£44.76	<input type="checkbox"/>
With a 6% increase	£15.06	£22.59	£45.18	<input type="checkbox"/>

**Please return your completed questionnaire in the reply-paid envelope.  
Thank you for being part of Living in Lancashire.**