

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.

Winter maintenance

Lancashire County Council aims to provide a winter maintenance service which, as far as practicable, allows the safe movement of traffic on priority roads at all times and will keep to a minimum delays and accidents in which ice or snow is a contributory factor. The county council does this by salting and snow clearance, either directly or through its agents and partners.

This winter resources are being targeted towards salting of all A and B roads as well as other main roads that help keep traffic moving around the county. The county council sets aside around £4.2 million each year to deliver the winter maintenance service although in severe winters we often spend over and above this amount.

We would like to know what you think of winter maintenance services provided by the county council, and how we can keep you better informed about them.

1

Thinking about your local area, overall, how satisfied or dissatisfied were you with the quality of winter maintenance services this winter?

PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

2

And would you say that the amount of the road network that is salted during frosty and icy conditions in your local area is...?

PLEASE TICK ONE BOX ONLY

- Too high
- About right
- Not high enough
- Don't know

3**Do you know where to find information on winter maintenance services (eg which roads in your area are salted as a priority in snow or icy weather)?**

PLEASE TICK ONE BOX ONLY

Yes No Don't know **4****Have you used any information on winter maintenance services in the last 6 months?** PLEASE TICK ONE BOX ONLYYes → **Go to Q5**No → **Go to Q6**Don't know → **Go to Q6****5****How useful, if at all, did you find the following sources of information on winter maintenance services?** PLEASE TICK ONE BOX ONLY FOR EACH

	Very useful	Fairly useful	Not very useful	Not at all useful	Have not used it	Don't know
Lancashire County Council website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Highways Agency website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Highways telephone helpline (0845 053 0011)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Radio travel bulletins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Television travel bulletins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local newspapers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
News websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please write in)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6**And, how would you prefer to receive information on winter maintenance services (eg winter gritting)?** PLEASE TICK AS MANY AS APPLYNewspapers Internet news sites Lancashire County Council website Radio (traffic and travel news) Direct via mail or email Word of mouth

Other (please write in below)

None of these/don't know

Communications

We would like to know what media you use, and how we can communicate information about the county council with you better.

7

Which of the following types of newspaper have you read for at least two minutes in the last 12 months? It doesn't matter whose copy it was, where you saw it or how old it was.

PLEASE TICK AS MANY AS APPLY

National broadsheet (eg Daily Telegraph, The Guardian)

National tabloid (eg Daily Mail, The Sun)

Local daily (eg Lancashire Telegraph, Lancashire Evening Post or The Gazette)

Local paid-for weekly (eg Accrington Observer, Clitheroe Advertiser, Lancaster Guardian, Rossendale Free Press, Skelmersdale Advertiser)

Free weekly (eg Citizen, Reporter or Champion)

Free council newspaper (eg Vision)

Other (please write in below)

None of these

Don't know

8

How often, if at all, do you typically read the following types of daily newspapers? PLEASE TICK ONE BOX FOR EACH

	Every/most days	A few times a week	Only at weekends	Less often	Never	Don't know
A daily national newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A daily local newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9

How often, if at all, do you typically read the following types of weekly newspapers? PLEASE TICK ONE BOX FOR EACH

	Every week	A few times a month	Less often	Never	Don't know
A national Sunday newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A local weekly newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10

**a) Which of the following radio stations have you ever listened to?
b) And which have you listened to in the last 7 days?**

PLEASE TICK AS MANY AS APPLY IN EACH COLUMN

	a) Ever listened to	b) Listened in last 7 days
BBC Radio Lancashire	<input type="checkbox"/>	<input type="checkbox"/>
Local commercial station (eg 2BR, Bay Radio, Dune FM, Rock FM, 107 The Bee, Radio Wave)	<input type="checkbox"/>	<input type="checkbox"/>

National BBC station (eg Radio 2 or Radio 4)	<input type="checkbox"/>	<input type="checkbox"/>
National commercial station (eg Classic FM, Galaxy, Real, Smooth FM, TalkSport)	<input type="checkbox"/>	<input type="checkbox"/>

Community radio (eg Preston FM, Chorley FM)	<input type="checkbox"/>	<input type="checkbox"/>
Digital radio station	<input type="checkbox"/>	<input type="checkbox"/>

Internet radio station	<input type="checkbox"/>	<input type="checkbox"/>
Other (please write in below)		
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

11

When do you generally listen to the radio?

PLEASE TICK ALL THAT APPLY

- Throughout the day (eg in your workplace)
- At breakfast
- While travelling to and from work/school
- During my dinner break
- In the evening
- It varies
- Never
- Don't know

12**How often, if at all, do you watch the following types of regional news programme on the television?** PLEASE TICK ONE BOX FOR EACH

	Every/most days	A few times a week	Less often	Never	Don't know
BBC North West Today/Tonight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Granada Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13**And how often, if at all, do you watch the Politics Show?**

PLEASE TICK ONE BOX ONLY

- Every week
- A few times a month
- Less often
- Never
- Don't know

14**Which of the following news websites do you visit regularly (ie at least once a week)?** PLEASE TICK AS MANY AS APPLY

- BBC national news website (www.bbc.co.uk/news)
- BBC regional news website (eg BBC Lancashire)
- Sky News
- National newspaper website (eg The Guardian)
- Local newspaper website (eg Lancashire Evening Post)
- Internet service providers homepage (eg AOL)
- Search engine news pages (eg Google News)
- Other website (please write in below)

- I don't use the internet
- Don't know

15

How informed do you feel about Lancashire County Council?

PLEASE TICK ONE BOX ONLY

- Very well informed
- Fairly well informed
- Not very well informed
- Not informed at all
- Don't know

16

How often do you hear, see or read stories about the county council and its services in the media? PLEASE TICK ONE BOX ONLY

- Once a week or more
- A few times a month
- Less often
- Never
- Don't know

17

Based only on coverage in the media, what is your overall view of the county council and its services? PLEASE TICK ONE BOX ONLY

- Very positive
- Fairly positive
- Neutral
- Fairly negative
- Very negative
- Don't know

18

Based only on any direct experience you've had of dealing with the county council, what is your overall view of the county council and its services? PLEASE TICK ONE BOX ONLY

- Very positive
- Fairly positive
- Neutral
- Fairly negative
- Very negative
- I have not had any experience of dealing with the county council
- Don't know

19**Within the last month, which of the following county council services have you heard, seen or read about in the media?** PLEASE TICK AS MANY AS APPLY

- Services for adults** Services for older people (eg home carers, meals on wheels)
- Council run services and facilities for disabled adults
- Services for adults with mental health problems
- Services for adults with learning difficulties
- Services for carers
-

- Services for young people** Services for children with additional needs
- Services for young people (eg youth clubs, youth projects, Connexions Service)
- Services for families and younger children (eg Surestart, children's centres)
- Services for vulnerable children and families
- Schools (eg nursery, primary, secondary or special)
-

- Community services** Libraries
- Museums
- Support for the arts
- Adult education
- Registration of births, deaths and marriages
- Welfare Rights
-

- Environmental services** Street lighting
- Road and pavement maintenance and repairs
- Traffic management (eg signs and signalling)
- Gritting
- Traffic calming measures
- Road safety
- Cycle facilities (eg cycle paths)
- Countryside recreation (eg country parks, picnic sites)
- Footpaths, bridleways and rights of way
- Local household waste recycling centres
- Waste disposal
- Trading standards (including food quality and consumer advice)
- Planning services (eg planning for future development in the county, not planning permissions for your house)
-

- Supporting the economy** Support and advice for business investment
- Provision of economic development services for Lancashire
- Stimulating business starts and growth
- Support and advice to the county's key business sectors
-

None of these

20**And which of the following county council services, if any, would you like to see more coverage of in the media? PLEASE TICK AS MANY AS APPLY**

- Services for adults** Services for older people (eg home carers, meals on wheels)
- Council run services and facilities for disabled adults
- Services for adults with mental health problems
- Services for adults with learning difficulties
- Services for carers
-

- Services for young people** Services for children with additional needs
- Services for young people (eg youth clubs, youth projects, Connexions Service)
- Services for families and younger children (eg Surestart, children's centres)
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- Schools (eg nursery, primary, secondary or special)
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- Supporting the economy** Support and advice for business investment
- Provision of economic development services for Lancashire
- Stimulating business starts and growth
- Support and advice to the county's key business sectors
-

None of these

24**How concerned are you about the impact of climate change in Lancashire?** PLEASE TICK ONE BOX

- Very concerned
- Fairly concerned
- Not very concerned
- Not at all concerned
- Have not heard of/don't know

25**How convinced are you that the earth's climate and long-term weather patterns are changing (climate change)?** PLEASE TICK ONE BOX

- Very convinced
- Fairly convinced
- Not very convinced
- Not at all convinced
- Have not heard of/don't know

26**Would you say that this change is mainly due to human activities?** PLEASE TICK ONE BOX

- Yes
- No
- Don't know

27**a) Specifically what do you think are the main causes of climate change?
b) Which of the following do you think you personally contribute to?**

PLEASE TICK AS MANY AS APPLY IN EACH COLUMN

	a) Main causes of climate change	b) Factors you personally contribute to
Carbon (dioxide) emissions	<input type="checkbox"/>	<input type="checkbox"/>
Emissions from cars/van/buses	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>		
Emissions from planes	<input type="checkbox"/>	<input type="checkbox"/>
Manufacturing/industry	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>		
Energy use in homes	<input type="checkbox"/>	<input type="checkbox"/>
Natural changes/the environment	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>		
Destruction of forests/cutting down trees	<input type="checkbox"/>	<input type="checkbox"/>
The hole in the ozone layer	<input type="checkbox"/>	<input type="checkbox"/>

28**How soon, if at all, do you think each of the following will be affected by climate change?** PLEASE TICK ONE BOX IN EACH COLUMN

	The world	Lancashire	You personally
It is/I am already affected by climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the next 5 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 to 20 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 to 50 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In more than 50 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't think it/I will be affected by climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29**Which of the following do you think are currently taking action to limit climate change?** PLEASE TICK AS MANY AS APPLY

- UK government
- You personally
- Local government
- Industry and business
- Your local community
- Retailers
- Other (please write in below)

30**On a scale of 1-10 (where 1 is very little and 10 is a lot) how would you rate your personal ability to reduce climate change?** PLEASE TICK ONE BOX

- | | | | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------|--|--------------------------|
| Very little | | | | | | | | | | | A lot | | Don't know |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | <input type="checkbox"/> |

31**Which of these statements best reflects what you personally are doing to tackle climate change?** PLEASE TICK ONE BOX

- I am doing everything I can
- I am doing a lot but could do more
- I am doing a little
- I am doing nothing

32

Would you say that you are doing more or less than a year ago to tackle climate change? PLEASE TICK ONE BOX

More than a year ago

Less than a year ago

About the same as a year ago

33

What actions are you personally taking to limit your impact on climate change? PLEASE TICK AS MANY AS APPLY

Walking/cycling more

Flying less

Recycling

Driving less often

Using at least 5 energy saving light bulbs

Using public transport more

Not leaving things on standby

Using heating less

Upgrading/installing insulation at home

Reduce the temperature that I wash clothes at

Turning the central heating down by 2°C

Buying more local produce

Turning lights off when leaving a room

Making sure that tyres on car are at the correct pressure

Composting my food waste

Something else (please write in below)

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