

Your membership number is:



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.

Highway maintenance services

Highways services provided by the county council range from maintaining streetlights to building new roads and bridges. In this section we would like to hear your views about highway maintenance services in Lancashire.

1

Thinking about your local area how satisfied or dissatisfied are you with the condition of the following parts of the highway network?

PLEASE TICK ONE BOX FOR EACH

The condition of...	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
bridges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pedestrian crossings	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>
public rights of way (eg footpaths, bridleways)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cycle paths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2

And, in your local area how would you rate the **maintenance** of the following parts of the highways network? PLEASE TICK ONE BOX FOR EACH

The maintenance of...	Very good	Fairly good	Fairly poor	Very poor	Don't know
roads (eg repairing potholes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
bridges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pavements (eg making sure they are even)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pedestrian crossings	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
public rights of way (eg footpaths, bridleways)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cycle paths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3

Now thinking about repairs to the highway network in your local area. How much do you agree or disagree with the following statements?

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
The roads are repaired quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The pavements are repaired quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The streetlights are repaired quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4

a) How do you **currently** find out about when road works are happening in your local area?

b) And, how would you **prefer** to find out about when road works are happening in your local area?

PLEASE TICK ALL THAT APPLY IN EACH COLUMN

	a) currently find out	b) prefer to find out
Local radio	<input type="checkbox"/>	<input type="checkbox"/>
Local newspapers	<input type="checkbox"/>	<input type="checkbox"/>
Lancashire County Council website	<input type="checkbox"/>	<input type="checkbox"/>
Other website	<input type="checkbox"/>	<input type="checkbox"/>
Word-of-mouth	<input type="checkbox"/>	<input type="checkbox"/>
Notice by the roadside in advance of the works	<input type="checkbox"/>	<input type="checkbox"/>
Notice/diversion by the roadside during the works	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>
Don't know/not applicable	<input type="checkbox"/>	<input type="checkbox"/>

12**Do you think the number of cycle lanes in your local area is...?**

PLEASE TICK ONE BOX ONLY

About right Too much Too little Don't know/not applicable **13****In your local area, how safe do you feel when travelling ...?**

PLEASE TICK ONE BOX FOR EACH

	Very safe	Fairly safe	Not very safe	Not at all safe	Don't know/ not applicable
in a car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
on a motorcycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

as a pedestrian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
on a bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

as a horse rider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Post offices

The Post Office has recently confirmed plans to close 57 post offices in Lancashire.

14**Before reading this questionnaire, how well informed would you say you were about post office closures?**

PLEASE TICK ONE BOX ONLY

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

Some county councils in England are looking into the possibility of subsidising post offices threatened with closure. One such plan – if it were reproduced in Lancashire – would mean spending up to £3 million to keep 28 post offices open over the next three years.

15**Thinking about what Lancashire County Council could do to save post offices, how much do you agree or disagree that council resources should be used to keep post offices open?**

PLEASE TICK ONE BOX ONLY

Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree Don't know

19**And do you know the name of...?**

PLEASE TICK ONE BOX ONLY FOR EACH

	Yes	No
your local MP	<input type="checkbox"/>	<input type="checkbox"/>
your local county councillor	<input type="checkbox"/>	<input type="checkbox"/>
your local district councillor	<input type="checkbox"/>	<input type="checkbox"/>

20**Which, if any, of the things on this list have you done in the last two or three years?** PLEASE TICK ALL THAT APPLY

- Voted in the last general election
- Voted in the last local council election
-
- Helped on fund raising drives
- Urged someone to get in touch with a local councillor or MP
-
- Presented my views to a local councillor or MP
- Urged someone outside my family to vote
-
- Made a speech before an organised group
- Been an officer of an organisation or club
-
- Written a letter to an editor
- Taken an active part in a political campaign
-
- Stood for public office
- None of these

21**And which of these activities, if any, have you done in the last two or three years?** PLEASE TICK ALL THAT APPLY

- Discussed politics or political news with someone else
- Signed a petition
-
- Donated money or paid a membership fee to a charity or campaigning organisation
- Done voluntary work
-
- Boycotted certain products for political, ethical or environmental reasons
- Expressed my political opinions online
-
- Been to any political meeting
- Donated money or paid a membership fee to a political party
-
- Taken part in a demonstration, picket or march
- None
-
- Don't know

22

How interested would you say you are in politics?

PLEASE TICK ONE BOX ONLY

- Very interested
- Fairly interested
- Not very interested
- Not at all interested
- Don't know

23

How much, if anything, do you feel you know about politics?

PLEASE TICK ONE BOX ONLY

- A great deal
- A fair amount
- Not very much
- Nothing at all
- Don't know

24

To what extent do you agree or disagree with the following statement?

When people like me get involved in politics, they really can change the way that the country is run. PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

25

Do you agree or disagree that you can influence decisions affecting your local area? PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

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

In this financial year April 2008 to March 2009 the county council will spend £1,723 million (just over £1.7 billion). Of that spending, £1,040 million comes from the government for specific services and from charges we make for certain services, and the largest item within this total is £651 million of government grant to fund schools.

This leaves net spending of £683 million. The table below shows the services we will spend this on.

Spending	£ million	%
Children and young people	147	22
Adult services	289	42
Highways and environmental management	62	9
Community services (including recreation, tourism and libraries)	23	3
Waste management	41	6
Financing charges (borrowing costs for capital schemes, for example long-term road and building projects)	35	5
Public transport	11	2
Public protection (including emergency planning, trading standards, county analyst and registrars)	9	1.5
Supporting economic development in Lancashire	2	0.5
Contribution to reserves	10	1.5
Contribution to capital schemes	10	1.5
Other services	44	6
Total	683	100

Council Tax

Our spending is funded by business rates, the 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 2008/09.

	£ million	% of total
Business rates	239	35
Revenue Support Grant	33	5
Council Tax	411	60
Total	683	100

For 2008/09 we set a spending budget of £683 million. This included £10 million of new efficiency savings and a £6 million reduction in financing charges. We received £272 million from the government, leaving £411 million to be raised from Council Tax. This meant an annual Council Tax charge of £1,077.06 for a property in band D, an increase of 2.95% 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 the police and fire authorities in one bill sent out by your borough or district council.

Next year

For the first time, the government has given us a three-year grant settlement, rather than an annual settlement. So our funding position for the next two years (2009/10 and 2010/11) is more certain than it has been in the past. Taking into account this settlement and estimated Council Tax resources, we have made budget forecasts for the next two years.

- The budget forecast for 2009/10 is £720 million, an increase of £37 million (5.4%) over 2008/09. This would result in a Council Tax increase of 4.3%.
- The budget forecast for 2010/11 is £768 million, an increase of £48 million (6.7%) over 2009/10. This would result in a Council Tax increase of 7.2%.

The county council's cabinet is determined to minimise increases in spending and Council Tax, and have called on service executive directors to identify and deliver additional annual efficiency savings over the two years 2009/10 and 2010/11. This approach ties in with the government requirement that local authorities deliver 3% new cashable efficiency savings each year over the three years of the forecast. This is equivalent to around £20 million a year for the county council.

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.

26

a) Which three or four of the following services should be the highest priorities for spending in 2009/10? PLEASE TICK UP TO FOUR BOXES

b) And which three or four of these services should be the lowest priorities for spending in 2009/10? PLEASE TICK UP TO FOUR BOXES

	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"/>

27**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 very significant reductions in county council services → END

An increase in Council Tax of significantly less than 5% → GO TO Q30

An increase in Council Tax of around 5% → GO TO Q30

An increase in Council Tax of over 5% → GO TO Q30

28**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.)

	Band A	Band D	Band H	
Current 2008/09 Council Tax a week	£13.81	£20.71	£41.43	
With a 2% increase	£14.09	£21.12	£42.25	<input type="checkbox"/>
With a 3% increase	£14.22	£21.33	£42.67	<input type="checkbox"/>
With a 4% increase	£14.36	£21.54	£43.09	<input type="checkbox"/>
With a 5% increase	£14.50	£21.75	£43.50	<input type="checkbox"/>
With a 6% increase	£14.63	£21.95	£43.92	<input type="checkbox"/>
With a 7% increase	£14.78	£22.16	£44.33	<input type="checkbox"/>

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

Life in Lancashire, Lancashire County Council,
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