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.

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								
bridges								
pavements								
pedestrian crossings								
street lighting								
public rights of way (eg footpaths, bridleways)								
cycle paths								



2	And, in your local area following parts of the hi		•				СН
Т	he maintenance of	Very good	Fairly good	Fairly poor	Very poor	Don't kno)W
	roads (eg repairing potholes)						
	bridges						
	pavements (eg making sure they are even)						
	pedestrian crossings						
	street lighting						
	public rights of way (eg footpaths, bridleways)						
	cycle paths						
3	Now thinking about repart How much do you agree PLEASE TICK ONE BOX FOR	e or disa R EACH ST Strongly	agree with TATEMENT Tend to	Neither agree nor T	ring state	ments?	Don't
	The roads are repaired quick	agree lv	agree	disagree di	sagree dis	sagree k	know
The	e pavements are repaired quick	` <u></u>					
	e streetlights are repaired quick	· 🗀					
4	a) How do you currently in your local area? b) And, how would you happening in your local please tick all that app	<u>prefer</u> to	o find out ?	about whe	n road w	orks are	ing
				a) curren find out		refer to nd out	
		L	ocal radio				
		Local ne	wspapers				
	Lancashire Cou	nty Counc	cil website				
		Othe	er website				
		Word	-of-mouth				
	Notice by the roadside in ad	Ivance of	the works				
	Notice/diversion by the roadsic	de during	the works				
			Other				
	Don't k	know/not a	applicable				

Have you reported months? PLEASE TI	a highways fault to the county council in the last 12								
	Yes								
	No ☐ → go to Q9								
	Don't know/can't remember ☐ → go to Q9								
	last time you reported a highway fault. How did you EASE TICK ONE BOX ONLY								
	On the county council's website → go to Q7								
	By telephone ☐ → go to Q7								
	By an email ☐ → go to Q7								
	Sent a letter ☐ → go to Q7								
	Other ☐ → go to Q7								
	Don't know/can't remember ☐ → go to Q8								
How easy or difficult was it to report the problem? PLEASE TICK ONE BOX ONLY Very easy Fairly easy Fairly difficult Very difficult Don't know/can't remember									
8 How satisfied or diplease TICK ONE BO	Ssatisfied were you with? X FOR EACH Neither satisfied								
	Very Fairly nor Fairly Very atisfied dissatisfied dissatisfied Don't know								
the way your query was dealt with									
the outcome of reporting the problem									

The 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 minimise 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.

were you with the qua	Thinking about your local area, overall, how satisfied or dissatisfied were you with the quality of winter maintenance services last winter? PLEASE TICK ONE BOX ONLY Very satisfied								
			Fairly sati	sfied					
	Neithe	er satisfied	d nor dissati	sfied					
		F	airly dissati	sfied					
			Very dissati	sfied					
			Don't k	know 🗌					
And would you say that the amount of the road network that was salted during frosty and icy conditions in your local area was? PLEASE TICK ONE BOX ONLY Too high About right Not high enough Don't know									
Th	e hig	hway	networ	k					
How satisfied or dissa local area? PLEASE T		BOX FOR		Fairly	Very	Don't			
the ease of crossing the road with a pram or wheelchair (eg the number of dropped kerbs)									
how well street signs direct you to where you want to go whilst walking									
how well road signs direct you to where you want to go whilst driving									

Do you think the number of cycle lanes in your local area is? Please Tick One Box Only						
13 In your local area, he please tick one box is			el when tr	avelling	?	
in a car	Very safe	Fairly safe	Not very safe	Not at all safe	Don't know/ not applicable	
on a motorcycle						
as a pedestrian on a bicycle						
as a horse rider						
The Post Office has recently con		st offic		fices in La	ıncashire.	
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 Don't know						
Some county councils in Englar threatened with closure. One su spending up to £3 million to keep	ıch plan -	- if it were	reproduce	d in Lanca	ashire – would mean	
Thinking about what offices, how much do should be used to ke PLEASE TICK ONE BOX O	you ag ep post ONLY	ree or dis offices o Neither agr	agree tha	gree gr	-	

Some local authorities are looking into the possibility of reopening post office branches within council-owned buildings like schools and libraries. Do you think Lancashire County Council should develop similar plans? PLEASE TICK ONE BOX ONLY Yes → 90 to Q17 No → 90 to Q18 Don't know → 90 to Q18 That And what services should these branches within council-owned buildings run? PLEASE ALL THAT APPLY Standard mail services Postage of packages Licences (eg driving, television) Car tax payments Blue badges for disabled drivers Passport applications Other (Please write in the box below) Getting involved in democracy The Would you be to vote in both an immediate general election, and a county council election, on a scale of 1 to 10, where 1 means that you would be absolutely certain not to vote, and 10 means you would be absolutely certain not to vote, and 10 means you would be absolutely certain not to vote, and 10 means you would be absolutely certain not to vote? PLEASE ONE BOX ONLY FOR EACH (certain not to vote) (certain to vote) General election							
No → go to Q18 Don't know → go to Q18 17 And what services should these branches within council-owned buildings run? PLEASE ALL THAT APPLY Standard mail services	office branches within council-owned buildings like schools and libraries. Do you think Lancashire County Council should develop						
Don't know → go to Q18 17	Yes ☐ → go to Q17						
And what services should these branches within council-owned buildings run? PLEASE ALL THAT APPLY Standard mail services Postage of packages Postage of packages Licences (eg driving, television) Car tax payments Blue badges for disabled drivers Passport applications Other (Please write in the box below) Other (Please write in the box below) Don't know Don	No ☐ → go to Q18						
Standard mail services Postage of packages Licences (eg driving, television) Car tax payments Blue badges for disabled drivers Passport applications Other (Please write in the box below) Getting involved in democracy B How likely would you be to vote in both an immediate general election, and a county council election, on a scale of 1 to 10, where 1 means that you would be absolutely certain not to vote, and 10 means you would be absolutely certain to vote? PLEASE ONE BOX ONLY FOR EACH	Don't know → go to Q18						
Standard mail services Postage of packages Licences (eg driving, television) Car tax payments Blue badges for disabled drivers Passport applications Other (Please write in the box below) Getting involved in democracy B How likely would you be to vote in both an immediate general election, and a county council election, on a scale of 1 to 10, where 1 means that you would be absolutely certain not to vote, and 10 means you would be absolutely certain to vote? PLEASE ONE BOX ONLY FOR EACH							
Postage of packages Licences (eg driving, television) Car tax payments Blue badges for disabled drivers Passport applications Other (Please write in the box below) Don't know							
Licences (eg driving, television) Car tax payments Blue badges for disabled drivers Passport applications Other (Please write in the box below) Getting involved in democracy The pass of the	Standard mail services						
Car tax payments Blue badges for disabled drivers Passport applications Other (Please write in the box below) Don't know	Postage of packages						
Blue badges for disabled drivers Passport applications Other (Please write in the box below) Don't know	Licences (eg driving, television)						
Passport applications Other (Please write in the box below) Don't know Getting involved in democracy How likely would you be to vote in both an immediate general election, and a county council election, on a scale of 1 to 10, where 1 means that you would be absolutely certain not to vote, and 10 means you would be absolutely certain to vote? PLEASE ONE BOX ONLY FOR EACH (certain not to vote) (certain to vote) 1 2 3 4 5 6 7 8 9 10 Don't know General election County council	Car tax payments						
Other (Please write in the box below) Don't know	Blue badges for disabled drivers						
Getting involved in democracy How likely would you be to vote in both an immediate general election, and a county council election, on a scale of 1 to 10, where 1 means that you would be absolutely certain not to vote, and 10 means you would be absolutely certain to vote? PLEASE ONE BOX ONLY FOR EACH (certain not to vote) (certain to vote) 1 2 3 4 5 6 7 8 9 10 Don't know General election County council	Passport applications						
How likely would you be to vote in both an immediate general election, and a county council election, on a scale of 1 to 10, where 1 means that you would be absolutely certain not to vote, and 10 means you would be absolutely certain to vote? PLEASE ONE BOX ONLY FOR EACH (certain not to vote) (certain to vote) (certain to vote) Ceneral election	Other (Please write in the box below)						
How likely would you be to vote in both an immediate general election, and a county council election, on a scale of 1 to 10, where 1 means that you would be absolutely certain not to vote, and 10 means you would be absolutely certain to vote? PLEASE ONE BOX ONLY FOR EACH (certain not to vote) (certain to vote) (certain to vote) Ceneral election							
How likely would you be to vote in both an immediate general election, and a county council election, on a scale of 1 to 10, where 1 means that you would be absolutely certain not to vote, and 10 means you would be absolutely certain to vote? PLEASE ONE BOX ONLY FOR EACH (certain not to vote) (certain to vote) 1 2 3 4 5 6 7 8 9 10 Don't know General election County council	Don't know						
How likely would you be to vote in both an immediate general election, and a county council election, on a scale of 1 to 10, where 1 means that you would be absolutely certain not to vote, and 10 means you would be absolutely certain to vote? PLEASE ONE BOX ONLY FOR EACH (certain not to vote) (certain to vote) 1 2 3 4 5 6 7 8 9 10 Don't know General election County council							
and a county council election, on a scale of 1 to 10, where 1 means that you would be absolutely certain not to vote, and 10 means you would be absolutely certain to vote? PLEASE ONE BOX ONLY FOR EACH (certain not to vote) 1 2 3 4 5 6 7 8 9 10 Don't know General election County council	Getting involved in democracy						
1 2 3 4 5 6 7 8 9 10 Don't know General election	and a <u>county council</u> election, on a scale of 1 to 10, where 1 means that you would be absolutely certain not to vote, and 10 means you would be						
General election							
County council — — — — — — — — — —	1 2 3 4 5 6 7 8 9 10 Don't know						
	General election						

And do you know the name of? PLEASE TICK ONE BOX ONLY FOR EACH your local MP your local county councillor your local district councillor	No
Which, if any, of the things on this list have you done in or three years? PLEASE TICK ALL THAT APPLY	the last two
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	
And which of these activities, if any, have you done in the three years? PLEASE TICK ALL THAT APPLY	he last two or
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	

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					
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					
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					
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					
Neither agree nor disagree Tend to disagree					

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.

a) Which three or four of the following services priorities for spending in 2009/10? PLEASE TI		
b) And which three or four of these services sl for spending in 2009/10? PLEASE TICK UP TO E		west priorities
S	a) Highest spending priorities	
Nursery education		
Primary and secondary education		
Pupils who are socially disadvantaged and children with special educational needs		
Children's social care (protecting vulnerable children)		
Libraries		
Museums		
Adult education		
Services for adults with disabilities		
Services for older people (including care in their own home and in residential homes)	es 📗	
Repairing roads and bridges (including emergencies and fixing potholes)	ng	
Traffic management (making road travel safer and reducing congestion)	g 🔲	
Keeping local bus services running		
Waste management (household waste disposal and recycl	ing)	
Country parks, open spaces and picnic sites		
Support for businesses and attracting investment to Lancas	shire	
Crime prevention (working with partner organisations to help prevent crime and disorder and reduce the fear of crime)		
Trading standards (consumer protection)		
Welfare rights (helping people get the financial support they a entitled to)	are	
Youth and community services (activities and support for young people)		
None of these		
Don't know		

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	An increase in Council Tax of around 5% ☐ → GO TO Q30						
An increase in Council Tax of over 5%			→ GO TO	O Q30			
And what level of increase do you PLEASE TICK ONE BOX ONLY (Note: figures are shown for band D and for the full range. The effects for the other band	the lowest and	d highest bands	s, A and H, to	illustrate			
	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				
With a 3% increase	£14.22	£21.33	£42.67				
With a 4% increase	£14.36	£21.54	£43.09				
With a 5% increase	£14.50	£21.75	£43.50				
With a 6% increase	£14.63	£21.95	£43.92				

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

£14.78

£22.16

£44.33

With a 7% increase



