

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.

Waste and recycling – carrier bags

The county council want to look at ways we can reduce the number of plastic carrier bags sent to landfill in Lancashire. We'd like your help to understand how you use carrier bags.

1

How often do you normally go to the supermarket?

PLEASE TICK ONE BOX ONLY

Every week → go to Q2

Every other week → go to Q2

Less often → go to Q2

I don't go to the supermarket → go to Q6

2

When you go to the supermarket, do you use your own bags?

PLEASE TICK ONE BOX ONLY

Always

Sometimes

Never

3

On a visit to the supermarket, on average how many free plastic carrier bags do you use? PLEASE TICK ONE BOX ONLY

None

1-3

4-6

7-10

More than 10

Don't know

4

Do you use more or fewer free plastic carrier bags than you did a year ago? PLEASE TICK ONE BOX ONLY

More → go to Q6

Fewer → go to Q5

About the same → go to Q6

Don't know → go to Q6

5

Why do you use fewer free plastic carrier bags?

PLEASE TICK AS MANY AS APPLY

There are more alternatives available

I am more aware of the environmental impact

Shops have given me alternatives (eg bag for life, boxes)

I find plastic bags difficult to carry

It's more fashionable not to use plastic bags

Pressure from family/friends

I don't do as much shopping

Other (please write in below)

Don't know

6

Do you ever reuse free plastic carrier bags?

PLEASE TICK ONE BOX ONLY

Yes → go to Q7

No → go to Q9

Don't know → go to Q9

7

How many free plastic carrier bags do you reuse?

PLEASE TICK ONE BOX ONLY

All of them

More than half

Around half

Less than half

Don't know

8

How do you reuse free plastic carrier bags?

PLEASE TICK AS MANY AS APPLY

For going shopping

To put rubbish in

For carrying things

As a bin liner

For putting muddy/dirty items in

Give them to charity shops

To collect pet waste in

Other (please write in below)

Don't know

9

How much of an impact would you say plastic carrier bags have on the environment, on a scale of 1 to 10 (where 1 is the lowest impact, and 10 is the highest impact)? PLEASE TICK ONE BOX ONLY

(low impact)

(high impact)

| | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 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"/> |

10

a) Which, if any, of the following types of bags do you own?
 b) And which, if any, of the following types of bags do you use regularly?
 PLEASE TICK AS MANY AS APPLY IN EACH COLUMN

| | a) own | b) use regularly |
|--|--------------------------|--------------------------|
| Supermarket bag for life | <input type="checkbox"/> | <input type="checkbox"/> |
| Lancashire County Council bag for life | <input type="checkbox"/> | <input type="checkbox"/> |
| ----- | | |
| Plastic shopping bag | <input type="checkbox"/> | <input type="checkbox"/> |
| Material shopping bag | <input type="checkbox"/> | <input type="checkbox"/> |
| ----- | | |
| Other (please write in below) | | |
| <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Don't know/not applicable | <input type="checkbox"/> | <input type="checkbox"/> |

11

Who do you think should be taking the lead in reducing the number of plastic bags we send to landfill? PLEASE TICK ONE BOX ONLY

| | |
|-------------------------------|--------------------------|
| Central government | <input type="checkbox"/> |
| Local government | <input type="checkbox"/> |
| Environmental groups | <input type="checkbox"/> |
| The European Community | <input type="checkbox"/> |
| Retailers | <input type="checkbox"/> |
| Members of the public | <input type="checkbox"/> |
| Other (please write in below) | |
| <input type="text"/> | |
| Don't know | <input type="checkbox"/> |

Satisfaction with services

The local tip/household waste recycling centre

The 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.

12

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 FOR EACH

| | 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

The 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.

13

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 FOR EACH

| | 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"/> | |

14**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**

The 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.

15

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 FOR EACH

| | 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"/> | <input type="checkbox"/> |

16**How frequently, if at all, do you use the local bus service?**

PLEASE TICK ONE BOX ONLY

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 Don't know

The voluntary, community and faith sector

In this section we would like to ask you about voluntary and community work, and any other community activities you may be involved in, have supported, or used.

Please note that 'supported' could include raising or handling money, working on a committee, organising or helping to run an activity or event, visiting or befriending people, giving advice, information or counselling, secretarial, administration or clerical work, providing transport or driving, campaigning, and giving other practical help.

Your use of voluntary, community and faith sector organisations...

17

Have you used a service/facility provided by the voluntary, community or faith sector in the last 12 months? (Examples of services are advice and information, counselling, children's after school activities, advocacy, community co-operatives etc.) PLEASE TICK ONE BOX ONLY

Yes → go to Q18

No → go to Q21

18

Which of the following describes the service/facility you used from the voluntary/community/faith organisation/s? PLEASE TICK AS MANY AS APPLY

Children's education/schools

Youth clubs/children's activities outside school

Educational activities for adults

Sports/exercise

Religious activities

Political activities

Health, disability and social welfare

The elderly

Safety/first aid

Environmental activities

Justice and human rights

Local community or neighbourhood groups

Hobbies/recreation/arts/social clubs

Trade Union activities

Something else

19

Why did you use the service or facility provided by the voluntary, community or faith organisation? PLEASE TICK AS MANY AS APPLY

Because it was local

There were no other services/facilities available

It was easy to use

It was recommended to me

It provided exactly what I needed

It was advertised

I have used it before

I was referred

It was better value for money than other services

Other reason (please write in below)

Don't know

20

And how satisfied were you with the last voluntary, community or faith organisation service/facility you used?

PLEASE TICK ONE BOX ONLY

Very satisfied → go to Q22

Fairly satisfied → go to Q22

Neither satisfied nor dissatisfied → go to Q22

Fairly dissatisfied → go to Q22

Very dissatisfied → go to Q22

Don't know → go to Q22

21

Please tell us why you haven't used a voluntary, community or faith service/facility in the last 12 months? PLEASE TICK AS MANY AS APPLY

I haven't needed any

I don't trust the service

There were none in my local area

I didn't know it existed

It wasn't easy to use

I preferred using another service (eg public/private sector)

Other reason (please write in below)

You as a volunteer...

22

Have you volunteered for a voluntary organisation, community group or club in the **last 12 months**? (Include anything you've taken part in, supported or that you've helped in any way, either on your own or with others. And exclude giving money and anything that was a requirement of your job.)

PLEASE TICK ONE BOX ONLY

Yes → go to Q23

No → go to Q28

23

Which, of the following describes the service/facility of the voluntary, community or faith organisation/s you volunteered for?

PLEASE TICK AS MANY AS APPLY

Children's education/schools (eg parent/teacher associations, pre-school play groups, helping at fairs and fêtes)

Youth clubs/children's activities outside school

Educational activities for adults

Sports/exercise (eg coaching or supporting)

Religious activities (eg attending a place of worship to help out)

Political activities (eg involvement with local political groups, serving as a councillor)

Health, disability and social welfare (eg hospital visiting, giving help to groups such as MENCAP, OXFAM)

The elderly (eg helping organisations such as Age Concern, visiting or transporting the elderly)

Safety/first aid (eg helping after a disaster, assisting organisations like the Red Cross)

Environmental activities (eg helping organisations such as Greenpeace, the National Trust, local conservation groups)

Justice and human rights (eg acting as a magistrate, prison visiting, helping community or race relations, lesbian and gay groups)

Local community or neighbourhood groups (eg being part of a tenants/residents association, Neighbourhood Watch)

Hobbies/recreation/arts/social clubs (eg theatres, museums, amateur dramatics, local history clubs)

Trade Union activities

Something else

24

In which of the following ways have you volunteered in the last 12 months? PLEASE TICK AS MANY AS APPLY

Raising/handling money, taking part in sponsored events

Leading the group, being a member of a committee

Organising or helping to run an activity or event

Giving advice, information or counselling

Secretarial, administrative or clerical work

Visiting people

Befriending or mentoring people

Providing transport or driving

Representing

Campaigning

Other practical help (eg helping at a school, shopping)

Any other kind of help (please write in below)

25

On average, how often during the last 12 months have you volunteered? PLEASE TICK ONE BOX ONLY

At least once a week

About once a month

A few times a year

Once a year

Don't know/can't remember

26

Approximately how many hours in the last 4 weeks have you volunteered for? PLEASE WRITE IN THE BOX BELOW

hours

Don't know/can't remember

27

Overall, how satisfied are you with your experience as a volunteer?

PLEASE TICK ONE BOX ONLY

Very satisfied → go to Q29

Fairly satisfied → go to Q29

Neither satisfied nor dissatisfied → go to Q29

Fairly dissatisfied → go to Q29

Very dissatisfied → go to Q29

Don't know → go to Q29

28

Please tell us why you don't volunteer for a voluntary, community or faith organisation? PLEASE TICK AS MANY AS APPLY

I have work commitments

I do other things with my spare time

I have to look after children, the home

I don't know any groups that need help

I have to look after someone who is elderly or ill

I haven't heard about the opportunities to give help

I have to study

I'm new to the area

I'm too young

I've never thought about it

I'm too old

Other (please write in below)

29

Which of the following would make you more likely to volunteer for a voluntary, community or faith organisation in the future?

PLEASE TICK AS MANY AS APPLY

If someone asked me directly to get involved

If my friends and family got involved along with me

If someone who was already involved was there to help me get started

If there was more information about the things I could do

If I could do it from home

If someone could provide transport when I needed it

If I knew it would help me improve my skills or get qualifications

If I knew it would benefit me in my career or improve my job prospects

If I knew I could have my expenses paid

Other (please write in below)

30

And aside from any formal volunteering, have you given unpaid help to someone who was not a relative in the last 12 months?

(Include any unpaid help you, as an individual, may have given to other people, for example to a friend, neighbour or someone who isn't a relative. And exclude any help you have given through a voluntary organisation, community group or club.)

PLEASE TICK ONE BOX ONLY

Yes → go to Q31

No → End of questionnaire

31

In which of the following ways have you given unpaid help to someone who was not a relative in the last 12 months? PLEASE TICK AS MANY AS APPLY

Keeping in touch with someone who has difficulty getting out and about (eg visiting in person, telephoning, emailing)

Cooking, cleaning, laundry, gardening or other routine household jobs

Doing shopping, collecting a pension or paying bills

Representing someone (eg talking to a council department or doctor on their behalf)

Writing letters or filling in forms

Transporting or escorting someone (eg to hospital or on an outing)

Sitting with or providing personal care (eg washing, dressing) for someone who is sick or frail

Decorating or doing any kind of home or car repairs

Babysitting or caring for children

Looking after a property or a pet for someone who is away

Giving advice

Any other kind of help (please write in below)

32

On average, how often during the last 12 months have you given unpaid help to someone who was not a relative? PLEASE TICK ONE BOX ONLY

At least once a week

About once a month

A few times a year

Once a year

Don't know/can't remember

33

Approximately how many hours in the last 4 weeks have you given unpaid help to someone who was not a relative? PLEASE WRITE IN THE BOX BELOW

hours

Don't know/can't remember

Please return the questionnaire in the reply-paid envelope.
Thank you for continuing to take part in Life in Lancashire.