

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.

Trading standards

1

How well informed do you feel about your rights as a consumer? For example, knowing what you are entitled to if something you have bought is faulty or a service is poor. PLEASE TICK ONE BOX ONLY

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

2

How much would you say you know about Lancashire County Council's Trading Standards service? PLEASE TICK ONE BOX ONLY

- Know a lot
- Know a little
- Heard of it but that's all
- Never heard of it

3

From which, if any, of the following sources would you prefer to receive information on consumer protection and other trading standards services? PLEASE TICK AS MANY AS APPLY

- | | |
|--|--|
| Local newspapers <input type="checkbox"/> | Mobile phone text <input type="checkbox"/> |
| National newspapers <input type="checkbox"/> | Posters <input type="checkbox"/> |
| Radio <input type="checkbox"/> | Other (Please write in below) |
| Television <input type="checkbox"/> | <input type="text"/> |
| Leaflets <input type="checkbox"/> | None of these <input type="checkbox"/> |
| Magazines <input type="checkbox"/> | Don't know/don't want information <input type="checkbox"/> |
| Internet <input type="checkbox"/> | |

4

How easy or difficult do you think it is to get information or advice about what you are entitled to if you are sold a faulty product, or receive a poor service? PLEASE TICK ONE BOX ONLY

Very easy Fairly easy Fairly difficult Very difficult Don't know **5**

Lancashire County Council Trading Standards service covers a wide variety of areas. Which of the following areas:

a) were you aware are covered by Trading Standards; and

b) which have you experienced a problem with?

PLEASE TICK AS MANY AS APPLY IN EACH COLUMN

a) Were aware of

b) Have had a problem

Community safety and engagement

eg safe storage of petroleum and explosives, promoting no cold calling zones to stop unscrupulous traders, ensuring fair quantity on goods purchased and reasonable services for price paid

Fair trading

eg dealing with postal and direct mail scams, regulating trade to ensure fair and correctly described goods and services

Preventing illegal trading practices

eg controlling illegal money lending and loan sharks, stopping the supply lines and sale of counterfeit goods

Promoting health and wellbeing

eg promoting healthy lifestyles (like healthy food options), controlling alcohol and tobacco underage sales, ensuring goods and services are value for money and safe

Protecting the environment

eg controlling the amount of packaging used, energy labelling of goods at point of sale

Protecting children and young people

eg controlling the sale of age restricted products (like alcohol, tobacco), promoting healthy lifestyles (like obesity issues, safe toys)

Protecting older and vulnerable people

eg stopping rogue trader's cold calling suggesting unnecessary work, postal and lottery scams

Rural issues

eg protecting the health and welfare of farm animals, promoting locally produced food and farmers markets

Supporting business

eg promoting local businesses through approved trader schemes, taking action on business frauds

None of these

6

If you have had problems with any of the above consumer rights/trading standards issues, which, if any, of the following did you contact about the problem/s? PLEASE TICK AS MANY AS APPLY

County Information Services → go to Q7

Trading Standards service → go to Q7

District council → go to Q7

County Analyst Service → go to Q7

Friends/family members → go to Q7

Community Legal Services → go to Q7

Library service → go to Q7

Citizens Advice Bureau → go to Q7

Solicitor → go to Q7

Trade association → go to Q7

Sorted it out with the trader → go to Q7

Other (Please write in below)

→ go to Q7

Did not contact anyone → go to Q8

Have not had a problem → go to Q8

7

Has the problem/s been solved to your satisfaction?

PLEASE TICK ONE BOX ONLY

Yes, all have been resolved

Yes, some have been resolved

No

Don't know

8

Which of the following areas of work do you think should be the top three priorities for Lancashire County Council Trading Standards over the next 3 years? PLEASE TICK UP TO THREE BOXES ONLY

Community safety and engagement

eg safe storage of petroleum and explosives, promoting no cold calling zones to stop unscrupulous traders, ensuring fair quantity on goods purchased and reasonable services for price paid

Fair trading

eg dealing with postal and direct mail scams, regulating trade to ensure fair and correctly described goods and services

Preventing illegal trading practices

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Promoting health and wellbeing

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Rural issues

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Supporting business

eg promoting local businesses through approved trader schemes, taking action on business frauds

Travelling around

9

How often, if at all, do you use the following forms of transport?

PLEASE TICK ONE BOX FOR EACH

	Daily	Weekly	Monthly	A few times a year	Never	Don't know
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motorbike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10

Which three or four things, if any, prevent you from using public transport more? PLEASE TICK UP TO FOUR BOXES

Lack of information

Infrequency

Unreliability

Length of time needed to make trip

Complicated connections

No service

Uncomfortable ride

High cost

Lack of safety

Timetables are difficult to use/understand

Something else (Please write in the box)

I would not make any more use of public transport

Nothing prevents me from using public transport

Public transport information

We would like to find out how we can improve the public transport information the county council provides to meet your needs better.

11 Overall, how satisfied are you with public transport information in Lancashire? PLEASE TICK ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
- Don't know/does not apply

12 How often do you use public transport information, such as journey planners and timetables? PLEASE TICK ONE BOX ONLY

- Every week → go to Q13
- Every month → go to Q13
- Every six months → go to Q13
- Less often → go to Q13
- Never → go to Q14
- Don't know → go to Q14

13 Thinking about the public transport information you've used. Overall how easy was it to...? PLEASE TICK ONE BOX FOR EACH

	Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
...find the information you needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...understand the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14

**a) How, if at all, do you currently get information on public transport?
b) And, how would you prefer to get information on public transport?**
PLEASE TICK AS MANY AS APPLY IN EACH COLUMN

	a) <u>Current</u> methods	b) <u>Preferred</u> methods
Online information (eg www.transportforlancashire.com)	<input type="checkbox"/>	<input type="checkbox"/>
By telephone (eg Traveline)	<input type="checkbox"/>	<input type="checkbox"/>

Printed information (eg timetable leaflets)	<input type="checkbox"/>	<input type="checkbox"/>
Face-to-face (eg staff at bus/train stations)	<input type="checkbox"/>	<input type="checkbox"/>

Real-time information (eg electronic displays at bus stops)	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>

15

Thinking about electronic methods of communication, which of the following would you prefer to use to access public transport information?
PLEASE TICK AS MANY AS APPLY

- Internet from a computer or laptop
 - Internet from a mobile
 - Email
 - Text messaging on a mobile
 - Other method (Please write in below)
-
- None of these

16

Thinking about printed timetable information, which of the following places would you prefer to get information from?
PLEASE TICK AS MANY AS APPLY

- Information Centres
 - Libraries
 - Bus stations
 - Bus stops
 - Timetable leaflets through your door
 - Other location (Please write in below)
-
- None of these

17**How useful, if at all, would you find the following types of public transport information?** PLEASE TICK ONE BOX FOR EACH

	Very useful	Fairly useful	Not very useful	Not at all useful	Don't know /does not apply
A journey planner on the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus routes displayed on printed maps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mobile internet to get local bus service information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online transport information specific to the area you live in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TravelWise is a national campaign which encourages people to cut down on their car journeys and use sustainable transport. TravelWise Lancashire is based at the county council and promotes the TravelWise campaign within Lancashire, with a main aim to help people make smarter transport choices – to walk, cycle, car share and use public transport more.

Some of the TravelWise work undertaken by the county council includes promotional campaigns to encourage the use of greener modes of transport through a variety of events, activities and programmes, as well as designing travel plans with dedicated School Travel and Business Travel teams.

18**Before reading this questionnaire, had you heard of TravelWise Lancashire?** PLEASE TICK ONE BOX ONLYYes → go to Q19No → go to Q20Don't know → go to Q20**19****How did you hear about TravelWise Lancashire?**

PLEASE TICK AS MANY AS APPLY

Press or other media A roadshow event Leaflets and promotional items From a website A national campaign

Other (Please write in below)

20

Traveline is a national service that provides impartial journey planning information about all public transport services by the telephone, internet and text messages at bus stops. Before reading this questionnaire, had you heard of Traveline? PLEASE TICK ONE BOX ONLY

Yes → go to Q21No → go to Q25Don't know → go to Q25**21****Have you ever contacted Traveline for information?**

PLEASE TICK AS MANY AS APPLY

Yes, I have telephoned them → go to Q22Yes, I have used their website → go to Q22Yes, I have received text messages at bus stops → go to Q22No → go to Q25Don't know → go to Q25**22****How often do you use Traveline for information?**

PLEASE TICK ONE BOX ONLY

Every week Every month Every six months Less often Only used once Don't know **23****Overall, how satisfied were you with the service provided by Traveline?**

PLEASE TICK ONE BOX ONLY

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Don't know **24****How useful was the information you got from Traveline?**

PLEASE TICK ONE BOX ONLY

Very useful Fairly useful Not very useful Not at all useful Don't know

Car sharing

25 The county council is looking at ways to encourage car sharing (eg for journeys to and from work, or for going shopping). Do you currently car share for some of your journeys? PLEASE TICK AS MANY AS APPLY

- Yes, as a driver → go to Q28
Yes, as a passenger → go to Q28
No → go to Q26
Don't know/not applicable → go to Q26

26 Would you consider car sharing in the future?
PLEASE TICK AS MANY AS APPLY

- Yes, as a driver → go to Q28
Yes, as a passenger → go to Q28
No → go to Q27
Don't know/not applicable → go to Q27

27 Please tell us why you wouldn't consider car sharing?
PLEASE TICK AS MANY AS APPLY

- I don't know anyone to car share with → go to Q32
I don't drive → go to Q32
It isn't convenient → go to Q32
I wouldn't feel comfortable → go to Q32
I don't have the time → go to Q32

Other (Please write in below)

→ go to Q32

28 Have you heard of the Lancashire's car sharing website www.sharedwheels.co.uk? PLEASE TICK ONE BOX ONLY

- Yes
No

29 Sharedwheels allows people living in Lancashire to register their details so they can share car journeys with other registered users. Would you consider registering your details on the sharedwheels website?

PLEASE TICK ONE BOX ONLY

- Yes
No

30**Have you ever visited the sharedwheels website?**

PLEASE TICK ONE BOX ONLY

Yes → go to Q31No → go to Q32Don't know → go to Q32**31****How easy was the sharedwheels website to use?**

PLEASE TICK ONE BOX ONLY

Very easy Fairly easy Fairly difficult Very difficult Don't know

Being a member of Living in Lancashire

32**How strongly do you agree or disagree with the following statements about being a member of the Living in Lancashire panel?**

PLEASE TICK ONE BOX FOR EACH STATEMENT

Living in Lancashire means...	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Don't know
I feel more informed about the work of Lancashire County Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel more involved in local decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel I can influence decisions in my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33**And how much do you agree or disagree with the following statement?****I enjoy taking part in Living in Lancashire.** PLEASE TICK ONE BOX ONLYStrongly agree Tend to agree Neither Tend to disagree Strongly disagree Don't know

34

Typically, how much of the Living in Lancashire newsletter called “Your views matter” do you read? PLEASE TICK ONE BOX ONLY

- Read all of it
- Read some of it
- Just glance at it
- Don't read it
- Never heard of it

35

How strongly do you agree or disagree with the following statement?
The Living in Lancashire newsletters are informative.

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Tend to agree
- Neither
- Tend to disagree
- Strongly disagree
- Don't know

36

Have you ever visited the Living in Lancashire website?

PLEASE TICK ONE BOX ONLY

- Yes
- No
- Don't know/can't remember

37

In future, would you be interested in completing Living in Lancashire surveys online? PLEASE TICK ONE BOX ONLY

- Yes → go to Q38
- No → you have finished the questionnaire
- Maybe → go to Q38

38

Please enter your email address below.

PLEASE WRITE IN THE BOX

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