

Your membership number is:



Your Living in Lancashire survey

1. Please read the instructions carefully and use blue or black pen to fill in the questionnaire.
2. Please check you have answered all the appropriate questions.
3. Return your completed questionnaire in the reply-paid envelope provided.

Winter gritting service

Lancashire County Council is working with organisations across the county to keep traffic on the county's roads moving when the bad weather strikes. In an ideal world we would treat every road in Lancashire but in reality it isn't possible or economical to do so. The county council therefore prioritises those roads and pavements that it is most important to keep clear. In periods of prolonged severe weather we will treat other routes where possible.

The county council is responsible for over 4,300 miles of road of which approximately 1,500 miles are part of Lancashire's Priority Road Network for salting and snow clearing. Our salt stocks are built up at 15 locations across the county and our fleet of gritters and snow ploughs are ready to start work as soon as ice and snow is forecast.

The Highways Agency has the responsibility of treating the following major roads and Motorways - M6, M61, M55, M65 (J1 to J10), M58, A56 (from M65 to M66) and A585 (from M55 to Fleetwood).

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

1

How satisfied or dissatisfied were you with the winter gritting services on main roads across Lancashire this winter?

PLEASE TICK ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2

How well informed did you feel about winter gritting services provided by the county council?

PLEASE TICK ONE BOX ONLY

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

3

Where did you get your information on winter gritting services?

PLEASE TICK AS MANY AS APPLY

- Lancashire County Council's website
- Lancashire County Council's winter leaflet
- Lancashire County Council's customer service helpline
- Social media from Lancashire County Council (eg Twitter, YouTube, Flickr)
- Local newspaper / local newspaper's website
- Radio travel bulletins
- Television travel bulletins
- National news websites
- Word of mouth

Other (please write in)

- None of these
- Don't know

4**How useful, if at all, did you find the following sources of information on winter gritting 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's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lancashire County Council's winter leaflet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lancashire County Council's customer service helpline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social media from Lancashire County Council (eg Twitter, YouTube, Flickr)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local newspaper / local newspaper's website	<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"/>
National news websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5**And how would you prefer to receive information on winter gritting services?**

PLEASE TICK AS MANY AS APPLY

- Lancashire County Council's website
- Lancashire County Council's winter leaflet
- Lancashire County Council's customer service helpline
- Social media from Lancashire County Council (eg Twitter, YouTube, Flickr)
- Local newspaper / local newspaper's website
- Radio travel bulletins
- Television travel bulletins
- National news websites
- Word of mouth
- Other (please write in)

I don't want to know

Heysham-M6 link

The county council has received the green light on funding to build a road linking the Heysham and Morecambe peninsula to the M6 motorway.

The Heysham-M6 link road will attract investment in the area by providing better access to Morecambe, the port and industrial areas on the peninsula and, along with additional measures to manage traffic as part of the scheme, reduce congestion through Lancaster city centre. Construction alone will employ over 3,000 people. A minimum of 100 local unemployed people will receive training and jobs during construction.

Depending on the new timescales, construction could begin in 2012 with the road opened to traffic in 2015.

6

Were you already aware of the plans to build a road linking the Heysham and Morecambe peninsula to the M6 motorway?

PLEASE TICK ONE BOX ONLY

Yes

No

Don't know

7

Did you know that the road link is now going ahead?

PLEASE TICK ONE BOX ONLY

Yes

No

Don't know

8

Do you think the plans for the Heysham-M6 link are a...?

PLEASE TICK ONE BOX ONLY

Very good idea

Fairly good idea

Fairly bad idea

Very bad idea

Don't know

Budget

Lancashire County Council's cabinet recently published a three-year budget proposal.

Rather than the usual annual budget process, the county council looked to clarify its future by setting out plans for a £71.7m saving in 2011-12, followed by a further £50m in 2012-13 and another £57.4m in 2013-14 - a total of £179.1m over the next three years. The plans also included new investment in improving the road network and road safety.

Following consultation over the last month, the budget proposals were brought back to the cabinet meeting on 3 February 2011. Cabinet members agreed a final budget recommendation to go to the full meeting of the county council for approval shortly after this questionnaire was finalised.

9

Did you know about the council's three-year budget proposal?

PLEASE TICK ONE BOX ONLY

Yes → go to Q10

No → go to Q13

Don't know → go to Q13

10

How did you hear about the council's budget proposal?

PLEASE TICK AS MANY AS APPLY

TV

Radio

Council website

Newspaper

From family

From friends

Council employee

Councillor

Other (please write in)

11

How informed or uninformed do you feel about the council's budget proposal?

PLEASE TICK ONE BOX ONLY

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

12

What impact will the budget proposal have on your life?

PLEASE TICK ONE BOX ONLY

- A significant impact
- A moderate impact
- A slight impact
- No impact at all
- Don't know

13

Which of the following consultation activities about the proposed budget changes have you responded to or taken part in ?

PLEASE TICK AS MANY AS APPLY

- Replied to the last Living in Lancashire survey about council priorities
- Completed the online budget calculator
- Responded to the Adult Care Services consultation

Other (write in)

- Don't know
- I wasn't aware of any opportunities to take part
- None of these

Community safety

It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.

14

How much would you agree or disagree that the police and other local public services are successfully dealing with these issues in 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 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

15

Thinking about crime in your local area, do you think there is more or less crime than two years ago?

PLEASE TICK ONE BOX ONLY

- | | | | | | |
|--------------------------|--------------------------|--------------------------------|--------------------------|--------------------------|--------------------------|
| A lot more crime | A little more crime | About the same amount of crime | A little less crime | A lot less crime | Don't know / no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

16

Why do you think there is more or less crime in your local area?

PLEASE TICK AS MANY AS APPLY

- | | |
|--|--------------------------|
| Personal experience | <input type="checkbox"/> |
| Relatives' and / or friends' experiences | <input type="checkbox"/> |
| Word of mouth / information from other people | <input type="checkbox"/> |
| Reports in broadsheet newspapers (eg Times, Guardian, Telegraph) | <input type="checkbox"/> |
| Reports in tabloid newspapers (eg Sun, Express, Daily Mail) | <input type="checkbox"/> |
| News programmes on TV / radio | <input type="checkbox"/> |
| Radio programmes | <input type="checkbox"/> |
| Internet / World Wide Web | <input type="checkbox"/> |
| Other (please write in) | |

Don't know

Contacting Lancashire County Council

17

Have you contacted Lancashire County Council in the past 12 months with a problem, query or request for information?

PLEASE TICK ONE BOX ONLY

Yes → go to Q18

No → go to Q30

Don't know / can't remember → go to Q30

18

a) Which services or departments have you contacted within the last 12 months?

PLEASE TICK AS MANY AS APPLY

b) And which one service or department did you contact most recently?

PLEASE TICK ONE BOX ONLY

	a) Contacted in last 12 months	b) Contacted most recently
Trading Standards	<input type="checkbox"/>	<input type="checkbox"/>
Welfare Rights	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>		
Social services	<input type="checkbox"/>	<input type="checkbox"/>
Education services	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>		
Help Direct	<input type="checkbox"/>	<input type="checkbox"/>
Planning services	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>		
Libraries	<input type="checkbox"/>	<input type="checkbox"/>
Museums and galleries	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>		
Country parks or picnic sites	<input type="checkbox"/>	<input type="checkbox"/>
Other (please write in)	<input type="text"/>	
<hr/>		
Can't remember	<input type="checkbox"/>	<input type="checkbox"/>

19

How many months ago did you last contact Lancashire County Council?

PLEASE WRITE IN BELOW

months

Can't remember

20

Now, thinking about the last time you contacted Lancashire County Council, why did you contact it?

PLEASE TICK AS MANY AS APPLY

To ask for information

To ask for help / advice

To make an enquiry

To apply for a service

To report an issue / problem

To make a complaint

To make a suggestion about a service

Something else (please write in below)

Can't remember / don't know

21

How did you last get in contact with Lancashire County Council?

PLEASE TICK ONE BOX ONLY

By phone

In person

By letter

By fax

By email

By website

Through a county councillor

Through someone else

Something else (please write in below)

Can't remember / don't know

22

Still thinking about the last time you dealt with the council, was your query or problem resolved by the first person you discussed it with?

PLEASE TICK ONE BOX ONLY

Yes

No

Don't know /
can't say

26**How strongly do you agree or disagree with each of the following statements about the staff at Lancashire County Council?**

PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know / not relevant
The staff were polite and friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff were knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff were able to answer my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff delivered what they promised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27**Would you say the service given to you by the county council was...?**

PLEASE TICK ONE BOX ONLY

- Better than I expected
- About the same as I expected
- Worse than I expected

28**Overall how satisfied or dissatisfied were you with the service you received from Lancashire County Council?**

PLEASE TICK ONE BOX ONLY

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

29**Please tell us how we can improve the service you received.**

PLEASE WRITE IN THE BOX

30**How important, if at all, is each of the following to you when you contact the council?**

PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant	Don't know
The helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The politeness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How carefully staff listen to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The efficiency of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clarity of the information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy of the information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy it is to get hold of the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lancashire County Council recently launched a series of 'mystery shopping' activities to help improve its customer service. If you would like more information about this, or are interested in becoming one of our mystery shoppers please tick ✓ the box.

I would like to know more about mystery shopping

And finally

A number of you told us you would prefer to complete the Living in Lancashire surveys online so, last year, we started producing online versions of our questionnaires. If you would prefer to fill in future surveys online then please write your email address in the box below. Instead of sending you a paper copy of the survey, we will send you an email with a link to the online version.

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