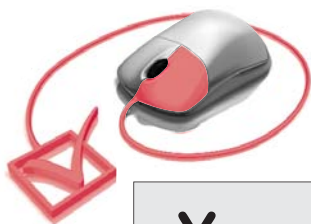


Your membership number is:



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.

Public transport

1

Do you currently use bus services in Lancashire?

PLEASE TICK ONE BOX ONLY

- Yes → go to Q2
No → go to Q5
Don't know → go to Q5

2

Have you used buses to travel to and/or from work in the past 12 months?

PLEASE TICK ONE BOX ONLY

- Yes → go to Q3
No → go to Q4

3

How frequently do you use buses to travel to and/or from work?

PLEASE TICK ONE BOX ONLY

- Every or most days
A few times a week
A few times a month
Less often

Go to Q5

4

What are the factors that most prevent you from travelling to work on the bus?

PLEASE TICK A MAXIMUM OF **THREE** BOXES

- The cost of the service is too high compared to alternative modes of transport
- The frequency of buses is not high enough
- Journey times on public transport are too long compared to other forms of transport (eg car)
- It is difficult to find information about the services I need
- There isn't a convenient bus stop near my home
- The services don't run at appropriate times for me
- Buses do not travel to the destination I require
- I feel unsafe when travelling on my local bus services
- The condition of bus stations and bus stops discourages me from using public transport
- I live within walking distance of my workplace
- Other reason (write in)

Roads and streets

In the following questions, by local area we mean the area within two miles of your home.

5

How satisfied or dissatisfied are you with each of the following?

PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
The condition of road surfaces in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of road surfaces in Lancashire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of pavement surfaces in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of pavement surfaces in Lancashire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6**Over the past 6 months do you feel the following have got better, stayed the same or got worse?**

PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	Got better	Stayed the same	Got worse
The condition of road surfaces in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of road surfaces in Lancashire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of pavement surfaces in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of pavement surfaces in Lancashire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7**How strongly do you agree or disagree with the following statements?**

PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The number of potholes on roads in your local area has reduced over the past 6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of potholes on roads in Lancashire has reduced over the past 6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of potholes on footpaths in your local area has reduced over the past 6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of potholes on footpaths in Lancashire has reduced over the past 6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8**How strongly do you agree or disagree with the following statements?**

PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
Over the past 6 months the time taken to identify and repair potholes has improved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over the past 6 months pothole repairs conducted have been long lasting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over the past 6 months pothole repairs have been completed with a smooth finish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of pothole repair has improved over the past 6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Childcare

We would like to know about the different sources of childcare people use, and the types of childcare used at different times of the day, the week and the year. Depending on the type, some childcare is described as **formal** childcare and others are described as **informal** childcare.

9

Are you a parent or carer of children aged 14 or under?

PLEASE TICK ONE BOX ONLY

Yes → go to Q10

No → go to Q18

10

How many of your children aged 14 or under are in each of the following groups?

PLEASE GIVE THE NUMBER OF CHILDREN IN EACH GROUP

Pre-school

Primary school

Secondary school

11

Do you currently use any of the following types of formal childcare?

PLEASE TICK AS MANY AS APPLY

Pre-school playgroup

School nursery class (attached to a school, non-paying)

Nursery school (not attached to a school)

Workplace nursery

Private day nursery

Before-school or after-school club

Registered childminder

None of these → go to Q13

12

In a typical working week, how often do you make use of formal childcare?

PLEASE TICK ONE BOX ONLY

Every or almost every day

A few days a week

Once or twice a week

Less often

Go to Q14

13

Which of the following reasons best describes why you do not use any of the types of formal childcare?

PLEASE TICK AS MANY AS APPLY

I prefer to look after my child at home

I prefer relatives/friends to look after my child

I have not been able to find any information about the types of formal childcare available locally

The childcare available locally is too expensive

The childcare available locally is not suitable for my needs

Other reason (write in)

None of these

14

Now, thinking about informal childcare, do you use any of the following types of informal childcare?

PLEASE TICK AS MANY AS APPLY

A parent and toddler group

A nanny

An au pair

A relative

A friend

None of these

15

Have you tried to obtain any information about childcare arrangements or facilities in your local area in the past 5 years for your child/children?

PLEASE TICK ONE BOX ONLY

Yes → go to Q16

No → go to Q18

Don't know → go to Q18

16

Where did you try to get this information from?

PLEASE TICK AS MANY AS APPLY

Citizens' Advice Bureau

District council

Health visitor

The Department for Education

A friend

The internet

Library

The Family Information Service

Education services, eg schools

A childcare provider

Social services

The Office for Standards in Education (OFSTED)

Somewhere else (write in)

Don't know

17

How useful was this information to you?

PLEASE TICK ONE BOX ONLY

Very useful

Fairly useful

Not very useful

Not at all useful

18

Which of the following, if any, would you contact to get information on general childcare?

PLEASE TICK AS MANY AS APPLY

- | | | | |
|--------------------------------|--------------------------|--|--------------------------|
| Citizens' Advice Bureau | <input type="checkbox"/> | District council | <input type="checkbox"/> |
| Health visitor | <input type="checkbox"/> | The Department for Education | <input type="checkbox"/> |
| A friend | <input type="checkbox"/> | The internet | <input type="checkbox"/> |
| Library | <input type="checkbox"/> | The Family Information Service | <input type="checkbox"/> |
| Education services, eg schools | <input type="checkbox"/> | A childcare provider | <input type="checkbox"/> |
| Social services | <input type="checkbox"/> | The Office for Standards in Education (OFSTED) | <input type="checkbox"/> |
| | | Somewhere else (write in) | |

None of these

Don't know

19

Generally, how well informed do you feel about childcare services in Lancashire?

PLEASE TICK ONE BOX ONLY

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

20

The Lancashire Family Information Service (FIS) is responsible for providing a variety of family support services specializing in childcare advice. How important are each of the following services that the FIS provides?

PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	Very important	Fairly important	Not very important	Not at all important	Don't know
On request, distributing information about local free early-years education (FEYE) and other available childcare provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing information and advice on how to choose the appropriate childcare types to match your family requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing information & advice on how to assess the quality of childcare setting, how to make sure the setting is safe and beneficial to your child's needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing information on holiday play schemes and family friendly activities during school holiday periods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing information on tax credits and other assistance available in helping to pay for childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing information on how to find your nearest children's centre and what services they can offer to support your family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing information and advice to support families with children that have special or education needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21

How would you prefer to access the Family Information Service?

PLEASE TICK ONE BOX ONLY

By phone

On the internet

By email

In person

Another way (write in)

Views about my neighbourhood

In the following questions, by neighbourhood we mean your street or block and by local area we mean the area within a 15-20 minute walk of your home

22

How strongly do you agree with the following statements about your neighbourhood?

PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
The friendships and associations I have with other people in my neighbourhood mean a lot to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I need advice I could go to someone in my neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>						
I borrow and exchange things with my neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I plan to remain a resident of this neighbourhood for a number of years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>						
I like to think of myself as similar to the people who live in this neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I regularly stop and talk with people in this neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>						
I would be willing to work together on something to improve my neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People in my neighbourhood help each other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23

How strongly do you feel you belong to your immediate neighbourhood, your local area and Lancashire?

PLEASE TICK ONE BOX ONLY IN EACH COLUMN

	Your immediate neighbourhood	Your local area	Lancashire
Very strongly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairly strongly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>			
Not very strongly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>			
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which of the following community services or facilities...

a) are the most important to have in your local area?

b) do you have in your local area?

c) have you or your family used in the last 12 months?

PLEASE TICK AS MANY AS APPLY IN EACH COLUMN

	a) Most important to have	b) Facilities have in area	c) Used in last 12 months
A GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A dentist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A chemist/pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corner shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supermarket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hairdresser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A bank/cash point	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park/open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community centre/church hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religious facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School (eg primary, secondary, special)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports/leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local activity groups (eg scouts, art society)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Petrol station/garage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Takeaway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (write in)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25

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

PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
By working together, people in my area can influence decisions that affect the local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People in my neighbourhood pull together to improve the neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People in my neighbourhood could work together to run local services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26

In the last 12 months have you taken any of the following actions in an attempt to solve a problem affecting people in your local area?

PLEASE TICK AS MANY AS APPLY

Contacted a local radio station, television station or newspaper

Contacted the appropriate organisation to deal with the problem, such as the council

Contacted a local councillor or MP

Attended a public meeting or neighbourhood forum to discuss local issues

Attended a tenants/local residents group

Attended a protest meeting or joined an action group

Helped organise a petition on a local issue

Other (write in)

No local problems

None of these

Don't know

27**In the last 12 months, have you done any of the following things?****Please do not include any activities related to your job.**

PLEASE TICK AS MANY AS APPLY

- Been a local councillor (for the local authority, town or parish)
- Been a school governor
- Been a magistrate
- Member of a group making decisions on local health services
- Member of a decision making group set up to regenerate the local area
- Member of a decision making group set up to tackle local crime problems
- Member of a tenants' group decision making committee
- Member of a group making decisions on local education services
- Member of a group making decisions on local services for young people
- Member of another group making decisions on services in the local community
- None of these

28**How often, if at all, do you take part in each of the following?**

PLEASE TICK ONE BOX FOR EACH

	At least once a week	At least once a month	At least once every three months	Less often	Not applicable/ don't know
Hobbies/social clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports/exercise groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local community/neighbourhood groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Groups for children or young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult education groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Groups for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and welfare groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Groups representing the interest of specific communities (eg disability, faith, lesbian, gay, bisexual, transgender)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Political groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade union groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religious groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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