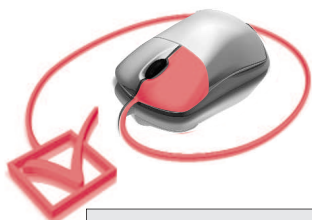


Your membership number is:



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

In the last 12 months, have you used bus services in Lancashire?
PLEASE TICK ONE BOX ONLY

- Yes → go to Q2
No → go to Q5

2

In the last 12 months, how frequently would you say that you have used bus services in Lancashire?
PLEASE TICK ONE BOX ONLY

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

3

What do you generally use bus services in Lancashire for?

PLEASE TICK AS MANY AS APPLY

- Shopping eg supermarket, local market
- Getting to entertainment/leisure activities
- Accessing healthcare services eg dentist, GP
- Visiting friends and/or relatives
- Work/commuting
- Other reason (please write in)

4

How do you access information on bus services in Lancashire?

PLEASE TICK A MAXIMUM OF **THREE** BOXES

- Bus station information offices
- Traveline website
- Transport Direct website
- Paper leaflets
- Leaflets downloaded from the Lancashire County Council website
- 'Next Buses' online service
- 'Next Buses' mobile phone application
- Traveline SMS text message service
- Timetables at bus stops
- I don't access information

Other (please write in)

Go to Q6

5

What are the factors that most prevent you from travelling 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

Buses do not travel to the destination/s 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

Other reason (please write in)

6

Are you aware of current online car sharing schemes 'Liftshare' and 'Sharedwheels'?

PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	Yes	No
Liftshare	<input type="checkbox"/>	<input type="checkbox"/>
Sharedwheels	<input type="checkbox"/>	<input type="checkbox"/>

If you answered 'no' to both schemes please go to Q8

7

Have you used the car sharing schemes 'Liftshare' and 'Sharedwheels'?

PLEASE TICK ONE BOX ONLY FOR EACH STATEMENT

	Yes	No
Liftshare	<input type="checkbox"/>	<input type="checkbox"/>
Sharedwheels	<input type="checkbox"/>	<input type="checkbox"/>

Roads and streets

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

8

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"/>

9

Over the past six 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"/>

10**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 six 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 six 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 six 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 six months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11**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 six 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 six 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 six 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 six months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Trading Standards

One of the services that Trading Standards provides is looking into and dealing with scams. Scams come in a number of different forms such as the following:

Competitions, sweepstake and prize draw scams where you receive an unsolicited letter, text or call telling you that you have won a prize, but to claim your prize you have to ring an expensive premium rate phone line, usually a '090' number which can cost up to £1.50 a minute.

Miracle cure/health scams where generally you receive mail letting you know about an incredible health breakthrough or miracle treatment, but once you've paid for the treatment you find it doesn't work.

Fake clairvoyant mailing scams where you generally receive a personalised letter from a so-called psychic or clairvoyant, offering predictions that they claim, for a fee, will change your life.

Fake foreign lotteries scams where you receive a letter, phone call or email saying you've won a major payout in an overseas lottery, and are asked to send money to cover administration or taxes.

12

If you thought you were a victim of a scam what would you do?

PLEASE TICK AS MANY AS APPLY

I would not do anything/ignore it

I would report it

I would contact my bank

I would tell friends/family members to be aware of it

Don't know

Other (please write in)

13

In the last two years, have you been the victim of a scam?
PLEASE TICK AS MANY AS APPLY

Yes - competition/sweepstake/prize draw scam

Yes - miracle cure/health scam

Yes - fake clairvoyant scam

Yes - fake foreign lottery scam

Yes - other

No → go to Q16

14

If you were a victim of a scam in the last two years, did you report it?
PLEASE TICK ONE BOX ONLY

Yes → go to Q16

No

15

If you did not report the scam, why not?
PLEASE WRITE IN BELOW

16**Did you know that you could report scams to...?**

PLEASE TICK ONE BOX FOR EACH

	Yes	No
The police	<input type="checkbox"/>	<input type="checkbox"/>
Lancashire County Council Trading Standards	<input type="checkbox"/>	<input type="checkbox"/>
Other county council services	<input type="checkbox"/>	<input type="checkbox"/>
Community Legal Services	<input type="checkbox"/>	<input type="checkbox"/>
Your district council	<input type="checkbox"/>	<input type="checkbox"/>
Citizens Advice Bureau	<input type="checkbox"/>	<input type="checkbox"/>
Solicitor	<input type="checkbox"/>	<input type="checkbox"/>
Trade association	<input type="checkbox"/>	<input type="checkbox"/>

17**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
If I received a letter/email which I recognised as a scam I would report it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If I was a victim of a scam which resulted in me losing, what I consider to be, a small amount of money, I would report it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If I was the victim of a scam that resulted in me losing an amount of money that I considered to be significant, I would report it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I know how to report a scam	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18

How would you prefer to report a scam to Trading Standards?

PLEASE TICK AS MANY AS APPLY

Phone call

Email

Face to face

Letter

Mobile phone text

Internet

Other (please write in)

19

**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 informed at all

Don't know

20

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

21

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

National newspapers

Radio

Television

Leaflets

Magazines

Internet

Mobile phone text

Posters

None of these

Don't know/don't want information

Other (write in)

22

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

	a) 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	<input type="checkbox"/>	<input type="checkbox"/>
Preventing illegal trading practices eg controlling illegal money lending and loan sharks, stopping the supply lines and sale of counterfeit goods	<input type="checkbox"/>	<input type="checkbox"/>
Fair trading eg dealing with postal and direct mail scams, regulating trade to ensure fair and correctly described goods and services	<input type="checkbox"/>	<input type="checkbox"/>
Promote 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	<input type="checkbox"/>	<input type="checkbox"/>
Protecting the environment eg controlling the amount of packing used, energy labelling of goods at point of sale	<input type="checkbox"/>	<input type="checkbox"/>
Protecting children and young people eg controlling the sale of age restricted products (like alcohol, tobacco), promoting healthy lifestyles (like obesity issues, safe toys)	<input type="checkbox"/>	<input type="checkbox"/>
Protecting older and vulnerable people eg stopping rogue trader's cold calling suggesting unnecessary work, postal and lottery scams	<input type="checkbox"/>	<input type="checkbox"/>
Rural issues eg protecting the health and welfare of farm animals, promoting locally produced food and farmers' markets	<input type="checkbox"/>	<input type="checkbox"/>
Supporting business eg promoting businesses through approved trader schemes, taking action on business frauds	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>

23

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 three years?

PLEASE TICK A MAXIMUM OF THREE BOXES

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

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

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

Promote 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 packing 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 businesses through approved trader schemes, taking action on business frauds

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