

Your membership number is:



in Lancashire

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.

## The Lancashire Record Office

1

Where would be the first place you'd look to find out more about:  
a) the history of your community; and  
b) your family history?

PLEASE TICK ONE BOX FOR EACH

a) community history      b) family history

A library

A museum

The Lancashire Record Office

A local history society

On the internet

Somewhere else (PLEASE WRITE IN BELOW)

Don't know

The Lancashire Record Office in Preston collects and preserves archives and documents relating to the history of Lancashire and the people who have lived here from the 12th century onwards. Anyone can visit the record office free of charge. You can start to trace your family tree, discover the history of your house and the land on which it was built, or research the history of any part of Lancashire. The record office also has more recent records that you might need to look at for official purposes, baptism registers, school attendance records and building plans.

2

Before you received this questionnaire, had you ever heard of the Lancashire Record Office? PLEASE TICK ONE BOX

Yes

Yes, but I didn't know what it was called

No, I have never heard of it

Don't know

Anyone can deposit records for free with the Lancashire Record Office. You can deposit things like family letters, papers, and diaries as well as records of businesses, societies and other organisations. These documents will be preserved for posterity and will be made available for research – they can then be used by future generations to research their past or give an insight into life in Lancashire.

**3**

**Before you received this questionnaire, did you know you could deposit records free of charge with the Lancashire Record Office?**

PLEASE TICK AS MANY AS APPLY

Yes, I knew I could deposit records

Yes, I knew I could deposit records free of charge

No

Don't know

**4**

**People have told us that the name “Lancashire Record Office” does not tell them what we do. Do you think the name “Lancashire Archives” better describes the services we offer?** PLEASE TICK ONE BOX

Yes

No

Don't know

**5**

**The record office would like to develop the online services they offer. Which, if any, of the following online services would you or your family use?** PLEASE TICK AS MANY AS APPLY

Information about Lancashire Record Office

Enquiry service about information in the archives

Guides to tracing your family history in Lancashire

Catalogue of archives held in the record office

Exhibition of archives

Facility to view images of documents online

Index of police officers who served in the Lancashire Constabulary

Facility for payment online by debit/credit card

Facility to order photocopies or digital copies of Lancashire archives

Bookshop

Online facilities for schools

None of these

Don't know

**6**

**How likely are you, or another member of your family, to be involved in collecting and preserving the archives of your community for people to use in the future?** PLEASE TICK ONE BOX ONLY

Very likely Fairly likely Not very likely Not at all likely Don't know/no opinion 

The Lancashire Record Office offers opportunities for volunteering. A 19-year programme to flatten, repackage and list 300,000 Lancashire wills has just been completed. In the future we want to develop more opportunities for people to volunteer.

**7**

**We would like to get an idea of what types of volunteering people are interested in. Would you or a member of your family be interested in volunteering? (We will not use this information to contact you.)**

PLEASE TICK AS MANY AS APPLY

Yes, I would be interested in volunteering  → go to Q8Yes, another member of my family would be interested in volunteering  → go to Q8No, no-one in the household would be interested in volunteering  → go to Q9Don't know/no opinion  → go to Q9**8**

**Which, if any, of the following volunteering opportunities are likely to interest you or your family?** PLEASE TICK AS MANY AS APPLY

Working with documents, as part of a group, in Lancashire Record Office Working on your own with documents in Lancashire Record Office Working at home on an indexing project Working in a group near where you live, with documents relating to your community None of these Don't know 

If you would like more information about the Lancashire Record Office, or if you would like to volunteer, please:

- phone them on 01772 533039;
- send an email to [record.office@ed.lancscc.gov.uk](mailto:record.office@ed.lancscc.gov.uk); or
- write to Bruce Jackson, County Archivist, Lancashire Record Office, Bow Lane, Preston PR1 2RE.

You'll also find more information on their website [www.archives.lancashire.gov.uk](http://www.archives.lancashire.gov.uk).

## Transport information

**9**

**How often do you use each of the following modes of transport?**

PLEASE TICK ONE BOX FOR EACH MODE OF TRANSPORT

	Daily	Weekly	Monthly	Less often	Never used	Don't know
A bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr style="border-top: 1px dashed #000;"/>						
A car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr style="border-top: 1px dashed #000;"/>						
Walk (more than 1 mile)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10**

**How do you usually find out about the following types of travel information?**

PLEASE TICK ONE BOX FOR EACH TYPE OF INFORMATION

	Printed information	Telephone enquiry	Internet on a PC	Internet on a mobile phone or PDA	By text on a mobile phone	Other method	Don't know/not applicable
Bus times/timetables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr style="border-top: 1px dashed #000;"/>							
Bus fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train times/timetables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr style="border-top: 1px dashed #000;"/>							
Train routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr style="border-top: 1px dashed #000;"/>							
Public transport service delays/real-time information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car journey times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr style="border-top: 1px dashed #000;"/>							
Car journey routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road delays (eg roadworks, congestion) and accidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr style="border-top: 1px dashed #000;"/>							
Car parking information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11**

**How easy or difficult do you think it is to get information on public transport?**

PLEASE TICK ONE BOX ONLY

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

**12****Which type of printed timetable information would you prefer to be displayed at bus stops?** PLEASE TICK ONE BOX ONLYA full timetable (giving all the times of the service at all stops) A timetable showing all departures from that stop only Don't know/don't mind **13****How easy or difficult do you think bus timetable leaflets are to use?** PLEASE TICK ONE BOX ONLYVery easy  → go to Q14Fairly easy  → go to Q14Fairly difficult  → go to Q14Very difficult  → go to Q14Don't know/not applicable  → go to Q15**14****Why do you say this?** PLEASE WRITE IN BELOW**15****Do you have access to the internet?** PLEASE TICK AS MANY AS APPLYYes, I have access to the internet at home  → go to Q16Yes, I have access to the internet at work  → go to Q16Yes, I have access to the internet somewhere else  → go to Q16No, I don't have access to the internet  → go to Q17**16****How often, if at all, do you use the internet?** PLEASE TICK ONE BOX ONLYEvery day A couple of times a week A couple of times a month Less often I don't use the internet Don't know

**17****Which, if any, of the following travel information websites have you used, or heard of?** PLEASE TICK UP TO ONE BOX ONLY FOR EACH WEBSITE

	a) heard of	b) used occasionally	c) used regularly
www.transportforlancashire.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
www.mario.lancashire.gov.uk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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www.bbc.co.uk/lancashire/travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
www.transportdirect.info	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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www.trafficengland.com (Highways Agency website)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
www.traveline.info	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-----			
www.nationalrail.co.uk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**18****If you were looking on the internet for timetable information about a public transport service what type of information would you prefer?**

PLEASE TICK ONE BOX ONLY

A timetable giving all the times of the service at all stops, throughout the day A timetable giving all the times of the service at all stops, for your chosen time of day A personalised timetable giving details of the departure time from your chosen stop and arrival time at your chosen destination Don't know 

An internet-based journey planner can be used to tell you about the different ways you can make a particular journey. To use a journey planner you supply the start and finish points of your journey and the planner gives information about making the journey. This could include information such as times, service numbers and interchange points for bus services or routes; or directions, distances and journey times for car journeys.

**19****Have you ever used an internet-based journey planner?**

PLEASE TICK ONE BOX ONLY

Yes No Don't know **20****Which types of journeys would you be likely to use a journey planner for?** PLEASE TICK AS MANY AS APPLYLocal journeys by public transport Local journeys by foot or bicycle Local journeys by car Longer journeys by public transport Longer journeys by car

Real-time information provides up-to-the-minute information about your journey – for example when the bus will arrive at your bus stop, or how many spaces are left in a car park.

**21**

**How would you prefer to receive, if at all, the following types of real-time information?** PLEASE TICK AS MANY AS APPLY FOR EACH TYPE OF INFORMATION

	On electronic displays (eg roadside, shopping centres)	At the bus stop, train station or car park	By telephone	On the internet from a PC	On the internet from a mobile or PDA	By text message	Don't know/not applicable
Bus running information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train running information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parking space availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on traffic incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on current car journey times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on congestion and traffic jams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on roadworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**22**

**Do you have a mobile phone?** PLEASE TICK ONE BOX ONLY

Yes  → go to Q23

No  → go to Q25

**23**

**What do you use your mobile phone for?** PLEASE TICK AS MANY AS APPLY

To make and receive calls

To send and receive text messages

To access the internet

For something else

I don't use it

**24**

**Have you ever used the mobile phone SMS next bus information service?** PLEASE TICK ONE BOX ONLY

Yes

No

Don't know/can't remember

**25**

**In Preston, Chorley and Burnley electronic car park information signs have been installed on the roads approaching the large car parks. They show the number of parking spaces available. If you have used any of these car parks, how useful did you find this parking information?**

PLEASE TICK ONE BOX ONLY

Very useful

Fairly useful

Not very useful

Not at all useful

I have not used these car parks

Don't know

**26**

**On some roads in Preston and Burnley large electronic driver information signs have been installed that can display different messages. Are you aware of these signs?** PLEASE TICK ONE BOX ONLY

Yes

No

I don't drive around in Preston or Burnley

Don't know

**27**

**At certain bus stops in Preston, and on the route between Leyland and Preston, electronic bus stop signs have been installed. Do you find these useful?** PLEASE TICK ONE BOX ONLY

Very useful

Fairly useful

Not very useful

Not at all useful

I have not used the bus in this area

Don't know



## Lancashire County Council Budget and Priorities

We want to ask you some questions on what you think about the county council's service priorities, and the Council Tax we charge. First, here is some brief background information about the budget and Council Tax.

### Spending priorities

In this financial year April 2007 to March 2008 the county council will spend £1,678 million (almost £1.7 billion). Of that spending, £1,044 million comes from the government for specific services and from charges we make for certain services. The largest item within this total is £661 million of government grants to fund schools.

This leaves net spending of £634 million. The table below shows the services we will spend this on.

Spending	£ million	%
Children and young people	139	22
Adult services	261	41
Highways and environmental management	62	10
Community services (including recreation, tourism and libraries)	23	4
Waste management	39	6
Financing of borrowing costs for capital schemes (for example long-term road and building projects)	38	6
Public transport	10	2
Public protection (including emergency planning, trading standards, county analyst and registrars)	7	1
Supporting economic development in Lancashire	2	0
Other services	53	8
<b>Total</b>	<b>634</b>	<b>100</b>

### Council Tax

Our spending is funded by business rates, the Revenue Support Grant and Council Tax. The first two of these are fixed amounts we receive from the government. We set Council Tax based on how much more than these amounts we need to cover our total spending.

The table below shows our funding for 2007/08.

	£ million	% of total
Business rates	199	32
Revenue Support Grant	34	5
Council Tax	401	63
<b>Total</b>	<b>634</b>	<b>100</b>

For 2007/08 we set a spending budget of £634 million. We received £233 million from the government, leaving £401 million to be raised from Council Tax. For a property in band D, this meant an annual Council Tax charge of £1,046.20. This was an increase of 4.95% on the previous year. The Council Tax set by the county council is included together with the Council Tax set by your borough or district council and the police and fire authorities in one bill sent out by your borough or district council.

## Next year

Budget estimates for 2008/09 show that to allow for inflation and increasing demand for our services, Council Tax will have to increase by 5.3% next year if we want to maintain our current levels and standards of service. This is despite over £8 million of internal efficiency savings already made.

To lower this Tax increase we are consulting on reducing spending by another £1.6 million. This would bring your Council Tax increase down to 4.9%.

The table below shows how we propose to reduce our spending.

	£ million
Limit fee increases to private social care providers to 3.5% for domiciliary care and 3.25% for all other forms of care.	-1.200
Withdraw our subsidy for Park and Ride bus services from Portway and Walton-le-Dale. (These services currently operate at a loss of £60,000 a year.)	-0.060
Withdraw or rationalise public bus services, saving £330,000 through the closure of the least viable services.	-0.330
<b>Total</b>	<b>-1.590</b>

These figures assume we will receive the same amount in government grants next year. This is because government grants for next year are uncertain as the government is reviewing both the levels of grants and the formula it uses to share them between authorities.

If government grants do increase next year we will use the increase:

- either to invest in services, whilst maintaining the predicted Council Tax increase of 4.9%;
- or to keep the Council Tax increase below 4.9%;
- or to find a compromise between these two options.

The budget proposals will be debated over the next couple of months, and finally approved in February 2008 when the county council sets the budget and Council Tax for 2008/09.

## Beyond 2008/09

We are also making budget forecasts for two years after 2008/09. These too are based on the assumption that government grants will not increase, but that inflation and demand for our services will rise.

- The budget forecast for 2009/10 shows an increase of £33.6m (5.1%) over 2008/09. This would mean budget reductions that year of £10.2m to maintain a 4.95% Council Tax increase.
- The budget forecast for 2010/11 shows an increase of £49.6m (7.2%) over 2008/09. This is particularly high because of forecast waste management costs. It would mean budget reductions that year of £23.3 million to maintain a 4.95% Council Tax increase.

Government grant increases may improve this situation, but it is unlikely that they will be as high as any increase we receive for 2008/09.

## The questions

Based on the information above, we'd like to hear your views on:

- what our spending priorities should be over the next year; and
- the level of Council Tax increase that we should aim for next year.

**28**

a) Which **three or four** of the following services should be the highest priorities for spending next year? PLEASE TICK UP TO FOUR BOXES

b) And which **three or four** of these services should be the lowest priorities for spending next year? PLEASE TICK UP TO FOUR BOXES

	a) Highest spending priorities	b) Lowest spending priorities
Nursery education	<input type="checkbox"/>	<input type="checkbox"/>
Primary and secondary education	<input type="checkbox"/>	<input type="checkbox"/>
Pupils who are socially disadvantaged and children with special educational needs	<input type="checkbox"/>	<input type="checkbox"/>
Children's social care (protecting vulnerable children)	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>
Museums	<input type="checkbox"/>	<input type="checkbox"/>
Adult education	<input type="checkbox"/>	<input type="checkbox"/>
Services for adults with disabilities	<input type="checkbox"/>	<input type="checkbox"/>
Services for older people (including care in their own homes and in residential homes)	<input type="checkbox"/>	<input type="checkbox"/>
Repairing roads and bridges (including emergencies and fixing potholes)	<input type="checkbox"/>	<input type="checkbox"/>
Traffic management (making road travel safer and reducing congestion)	<input type="checkbox"/>	<input type="checkbox"/>
Keeping local bus services running	<input type="checkbox"/>	<input type="checkbox"/>
Waste management (household waste disposal and recycling)	<input type="checkbox"/>	<input type="checkbox"/>
Country parks, open spaces and picnic sites	<input type="checkbox"/>	<input type="checkbox"/>
Support for businesses and attracting investment to Lancashire	<input type="checkbox"/>	<input type="checkbox"/>
Crime prevention (working with partner organisations to help prevent crime and disorder and reduce the fear of crime)	<input type="checkbox"/>	<input type="checkbox"/>
Trading standards (consumer protection)	<input type="checkbox"/>	<input type="checkbox"/>
Welfare rights (helping people get the financial support they are entitled to)	<input type="checkbox"/>	<input type="checkbox"/>
Youth and community services (activities and support for young people)	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

**29****Which of the following most closely matches your opinion on what the council should do about increasing Council Tax next year?**

PLEASE TICK ONE BOX ONLY

No increase in Council Tax over this year, which would mean very significant reductions in county council services  → END

An increase in Council Tax of significantly less than 5%  → GO TO Q30

An increase in Council Tax of around 5% (in line with the council's current proposals)  → GO TO Q30

An increase in Council Tax of over 5%  → GO TO Q30

**30****And what level of increase do you feel you could support?**

PLEASE TICK ONE BOX ONLY

(Note: figures are shown for band D and for the lowest and highest bands, A and H, to illustrate the full range. The effects for the other bands would fall within the ranges shown.)

	<b>Band A</b>	<b>Band D</b>	<b>Band H</b>	
<b>Current 2007/08 Council Tax a week</b>	<b>£13.41</b>	<b>£20.12</b>	<b>£40.23</b>	
With a 2% increase	£13.68	£20.52	£41.03	<input type="checkbox"/>
With a 3% increase	£13.81	£20.72	£41.44	<input type="checkbox"/>
With a 4% increase	£13.95	£20.92	£41.84	<input type="checkbox"/>
With a 5% increase	£14.08	£21.13	£42.24	<input type="checkbox"/>
With a 6% increase	£14.21	£21.33	£42.64	<input type="checkbox"/>
With a 7% increase	£14.35	£21.53	£43.05	<input type="checkbox"/>

**Please return the questionnaire in the reply-paid envelope.**

Thank you for being part of Life in Lancashire.

Life in Lancashire, Lancashire County Council,  
Freepost PR864, PRESTON, PR1 8BR

