www.lancashire.gov.uk/lil



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.

Local media usage

	ne last seven days, on how al commercial radio statio		-	-	
do i	not include any BBC station SE TICK ONE OPTION ONLY				
Non	e	Throo		Six	
Non	GO 10 Q4	Three		Six	
On	е	Four		Seven	
Tw	0	Five			



In the last seven days, stations have you lister include any BBC statio	ned to? (L	ocal com	mercial ra			
T LEAGE HOR AG MANT AG ATT ET			2BR			
	97.4 Rock FM					
		Asian S	ound			
		The	Bay			
		The	Bee			
		Magio	999			
		Presto	n FM			
	ı	Radio Wave	96.5			
		Real Radi	o UK			
		Smooth F	Radio			
		(Other			
In the last seven days, you listen to a local col					-	
minutes? PLEASE TICK AS MANY AS APPLY	12am- 5:59am	6am- 9:59am	10am- 2:59pm	3pm- 6:59pm	7pm- 11:59pm	
	12am- 5:59am	6am-	10am-	3pm-	7pm-	
PLEASE TICK AS MANY AS APPLY	12am- 5:59am	6am-	10am-	3pm-	7pm-	
PLEASE TICK AS MANY AS APPLY At home	12am- 5:59am	6am-	10am-	3pm-	7pm-	
PLEASE TICK AS MANY AS APPLY At home At work/place of study	12am- 5:59am	6am-	10am-	3pm-	7pm-	
PLEASE TICK AS MANY AS APPLY At home At work/place of study In the car On a portable radio/mobile phone (ie while walking or or	12am- 5:59am	6am- 9:59am	10am- 2:59pm	3pm- 6:59pm	7pm- 11:59pm	
At home At work/place of study In the car On a portable radio/mobile phone (ie while walking or or public transport) In the last seven days, newspapers for two mines.	12am- 5:59am	6am- 9:59am	10am- 2:59pm	3pm- 6:59pm	7pm- 11:59pm	
At home At work/place of study In the car On a portable radio/mobile phone (ie while walking or or public transport) In the last seven days, newspapers for two mines.	12am- 5:59am	6am- 9:59am	10am- 2:59pm Of the following post	3pm- 6:59pm	7pm- 11:59pm	
At home At work/place of study In the car On a portable radio/mobile phone (ie while walking or or public transport) In the last seven days, newspapers for two mines.	12am- 5:59am	6am- 9:59am	10am- 2:59pm	3pm- 6:59pm	7pm- 11:59pm	

5 for tw	e last month vo minutes ETICK AS MANY		read ar	y of the f	following I	ocal ne	wspapers
			Accring	ton Observ	ver		
			В	urnley Citiz	en 🗌		
			Bur	nley Expre	ess		
			Cł	norley Citiz	en 🗌		
		Chorle	y & Leyla	and Guardi	an 🗌		
				Champi	on		
		Clither	oe Adver	tiser & Tim	es 🗌		
			Lancas	ster Guardi			
		Lyth	nam St Aı	nnes Expre	ess		
			N	elson Lead	ler 🗌		
			Ormsk	irk Advertis	ser 🗌		
		R	ossendal	le Free Pre	ss		
		Th	e Visitor	- Morecam			
				Oth			
			None	of the abo	ve		/
6 adver	tising cam mber seein	onths Lanca paigns pror g/hearing a	noting o	county co	uncil serv	ices. C	an you
where PLEASE	E TICK AS MANY	AS APPLY					I haven't seen/heard
	Posters	Local newspaper	Radio	Leaflets	Billboards	Bus stops	this campaign
20mph spe lir	eed nits						
Adopt	tion						
Foster	ring						
Librai	ries						
Shared Li	ves						
Winter gritt	ting						

Internet usage

In the following section we would like to ask you some questions about your access to internet and use of internet.

Have you ever accessed the internet? This incl (eg smartphone, tablet, smart TV etc), and at we please tick one option only	
Yes	Go to Q8
No	Go to Q20
Have you accessed the internet at all in the las includes on mobile devices (eg smartphone, tal at work/places of study. PLEASE TICK ONE OPTION ONLY	
Yes	Go to Q10
No	Go to Q9
What are your reasons for not accessing the inmonths? PLEASE TICK AS MANY AS APPLY	ternet in the last three
I don't know where to find public internet access points	
I don't use it that often	
The equipment costs are too high	
The access costs are too high (monthly charge)	
I lack the skills to use the internet	
I have privacy or security concerns	
Other	
	Go to Q18
Have you accessed the internet on a mobile de last three months? PLEASE TICK ONE OPTION ONLY	vice on 3G/4G in the
Yes	
No	

11	Where have you used the internet (not including the last three months? PLEASE TICK AS MANY AS APPLY	ig mobile	·
	At home		If one of your answers is at
	At work		home go to Q13
	At another person's home		
	At a place of education		
	At a public place (eg library, community		
	centre, internet café)		
	None of these		
12	If you have not accessed the internet at home, PLEASE TICK AS MANY AS APPLY	, why not	?
	I don't want or need to use the internet at home		
	The equipment costs are too high		
	The access costs are too high		
	I have access to the internet elsewhere		
	I have privacy or security concerns		
	Other (write in)		
			Go to Q16
			Go to Q16
13	What is your internet connection speed at hom PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT	ne?	Go to Q16
13	· · · · · · · · · · · · · · · · · · ·		Go to Q16 Don't know
13	PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT		
13	PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT	20Mbps	Don't know
13	PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT Less than 2Mbps 2Mbps - 20Mbps More than 2 How strongly do you agree or disagree that yo home is fast enough for your needs? PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT Strongly Tend to Neither agree Tend to	20Mbps ur interne Strongly	Don't know et speed at Don't
13	PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT Less than 2Mbps 2Mbps - 20Mbps More than 2 How strongly do you agree or disagree that yo home is fast enough for your needs? PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT	20Mbps ur interne	Don't know et speed at Don't
13 14 15	PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT Less than 2Mbps 2Mbps - 20Mbps More than 2 How strongly do you agree or disagree that yo home is fast enough for your needs? PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT Strongly Tend to Neither agree Tend to	20Mbps ur interne Strongly disagree	Don't know et speed at Don't know
13 14	PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT Less than 2Mbps 2Mbps - 20Mbps More than 2 How strongly do you agree or disagree that yo home is fast enough for your needs? PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT Strongly Tend to Neither agree Tend to agree agree nor disagree disagree Have you accessed the internet at home for we	Strongly disagree	Don't know et speed at Don't know

If you haven't accessed the internet at home for why not? PLEASE TICK AS MANY AS APPLY I'm not currently employed I don't need/want to work from home It's not allowed in my tenancy agreement I can't do my job from home I don't have the facilities to work from home My work doesn't want me to work from home Other (write in)	or work purposes,
Which of these activities did you use the intermediate months? PLEASE TICK AS MANY AS APPLY	net for in the last three
Email	
General browsing	
Finding information about goods or services	
Buying or ordering tickets, goods or services	
Personal banking and finance	
Social networking sites	
Finding information related to an education course	
Reading news	
Streaming or downloading music/films	
Looking for jobs or work	
Selling goods or services (eg through online auctions)	
Listening to web radio/watching web TV (eg BBC iPlayer, ITV player etc)	
Downloading other software	
Playing or downloading games	
Telephoning over internet/video chat (eg skype)	
Chat rooms	
None of these	

How strongly do you agree or disagree with the following statements? PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT					
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	~ .
The internet is important to my life					
The internet enables me to get better deals on the goods and services I buy/use					
The cost of high speed broadband (20 or more mbps) is too high					
It is important for me to have a fast connection to the internet					
The internet is a useful tool for keeping in touch with friends and family					

19	Have you ever done any of the following on the PLEASE TICK AS MANY AS APPLY	internet?
	Looked up the telephone number for a public service (eg GP surgery, NHS Direct, Lancashire County Council)	
	Applied for road tax	
	Applied for benefits	
	Reported road problems/missed bin collection etc	
	Paid council tax	
	Pre-ordered/renewed library books	
	Asked for a social service	
	Found general information on a public service	
	Rated services (eg school, care home)	
	Booked leisure facilities	
	None of these	Go to Q21

What are your reas		ot acce	ssing the inte	ernet?		
I don't	want or ne	ed to use	the internet			
I don't know where to f	ind public i	internet a	ccess points			
Т	he equipm	ent costs	are too high			
The access cos	ts are too l	high (mor	ithly charge)			
11	ack the sk	ills to use	the internet			
I ha	ave privacy	or secur	ity concerns			
			Other			
How strongly do you please TICK ONE OPTION				following	stateme	nts?
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
I would like to access more public services online						
I would like to learn how to use a computer better						
I would like to learn how to use the internet better						
I feel I am getting left behind by technology						
I will use the internet more in the future						

Environment Services

In the following section we would like to ask you some questions about contacting services in Lancashire County Council's Environment Directorate. The Environment Directorate delivers over 200 services to the people of Lancashire, including highway maintenance, environmental management, strategic planning and transport, waste and natural resource management, scientific services, emergency planning and trading standards.

Before today, were you aware that you could contact County Council about the following Environment Directors:			
PLEASE TICK ONE OPTION ONLY FOR EACH SERVICE	Yes	No	
Highway maintenance - roads, pothole repairs, resurfacing, pavement repairs, dropped curbs and maintenance of highways			
Street lighting - repairs and installations			
Traffic signals - traffic light repairs, temporary traffic lights and pelican crossings			
Waste and natural resource management - disposing of rubbish, landfill and recycling			
Environmental and community projects - physical improvements, climate change and countryside management			
Public rights of way - footpaths and bridleways			
Strategic planning and transport - strategic management of highways			
Emergency planning - preparing for and responding to emergencies			
Trading Standards - food safety, reporting scams and cold calling, weights and measures			
Scientific services - food analysis, asbestos monitoring, water examination			
Winter Service - gritting roads and filling grit bins			
Flood risk management and drainage - clearing blocked drains and preventing floods			
Transport related services - bus and rail services, concessionary travel, sustainable travel and community transport			
Road safety - education in schools and the 20mph programme			/

23	question, in	the last tw	vironment Di vo years, hav any of these	e you conta		•
				Yes		
				No	→ G	So to Q28
				Don't knov	√ <u></u> → G	So to Q29
24		what did y	e Environmei ou contact th		e service/s	you
				For information	n 🗌	
				For advice	→	
		To repo	rt a problem/re			
		10 1000	·	mit a complain		
		To	submit a comm	•	_	
		10 .		ern/complimen er (please write in		
			Oute	t (please write in		
25	How did yo PLEASE TICK AS		he service/s'	?		
				By phone	e []	
				By ema	il 🗌	
				By lette	r 🗌	
	Using t	he county co	uncil's online re	eporting systen	n \square	
		Using soc	ial media eg Tv	vitter/Facebool	k 🗌	
			Through a co	ounty councillo	r 🗌	
	By speakin	g to someon	e from the cour	icil face-to-face	- -	
			Othe	er (please write in)	
				· ·	,	
26	contacted,	_	e Environmen ed were you		•	
	PLEASE TICK ON					
		Fairly	Neither	Fairly	Vory	Don't
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
	Very	•	satisfied nor	•	•	

27 If you reported a problem or requested a servic years, what was your reason? PLEASE TICK AS MANY AS APPLY	e in the last two
I haven't reported a problem/requested a service	
To benefit my day-to-day life	
To benefit my local community	
To report a danger	
To improve the appearance of my local area	
Nothing had been done about a problem	
Other (please write in)	
	Go to Q29
	GO 10 Q29
service, why not? PLEASE TICK AS MANY AS APPLY I've never had any issues or reason to request any of	
the services	
Didn't know who to contact	
Didn't know how to contact the service	
Didn't think it would get fixed	
Not a priority for me	
Didn't have the time/too busy	
Didn't affect me directly	
Thought it would/should get fixed without me reporting it	
Other (please write in)	

29	If you needed to contact an Environment Directorate service in futue how would you prefer to do it? PLEASE TICK AS MANY AS APPLY					
				By phon	e 🗌	
		By email				
				By lette	er 🗌	
	By using Lancashire County Council's online reporting system				_	
	By using social media eg Twitter/Facebook				k 🗌	
	Through a county councillor				or 🗌	
	At a public meeting By speaking to someone from the council face-to-face Other (please write in)				g 🗍	
					e 🗍	
					n)	
Do you agree or disagree that you can improve your local area by contacting Lancashire County Council? PLEASE TICK ONE OPTION ONLY						
			Neither			
	Strongly agree	Tend to agree	agree nor disagree	Tend to disagree	Strongly disagree	Don't know

Please return the questionnaire in the reply-paid envelope.

Thank you for being part of Living in Lancashire.