

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

1

In the last seven days, on how many days did you listen to any local commercial radio stations? (Local commercial radio stations do not include any BBC stations such as BBC Lancashire)?

PLEASE TICK ONE OPTION ONLY

None → Go to Q4

Three

Six

One

Four

Seven

Two

Five

2

In the last seven days, which of the following local commercial radio stations have you listened to? (Local commercial radio stations do not include any BBC stations such as BBC Lancashire)

PLEASE TICK AS MANY AS APPLY

- 2BR
- 97.4 Rock FM
- Asian Sound
- The Bay
- The Bee
- Magic 999
- Preston FM
- Radio Wave 96.5
- Real Radio UK
- Smooth Radio
- Other

3

In the last seven days, in the following places, which times of day did you listen to a local commercial radio station for more than 30 minutes?

PLEASE TICK AS MANY AS APPLY

	12am-5:59am	6am-9:59am	10am-2:59pm	3pm-6:59pm	7pm-11:59pm
At home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At work/place of study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On a portable radio/mobile phone (ie while walking or on public transport)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4

In the last seven days, have you read any of the following local newspapers for two minutes or more?

PLEASE TICK AS MANY AS APPLY

- Lancashire Evening Post
- Lancashire Telegraph
- The Blackpool Gazette
- None of the above

Internet usage

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

7

Have you ever accessed the internet? This includes on mobile devices (eg smartphone, tablet, smart TV etc), and at work/places of study.

PLEASE TICK ONE OPTION ONLY

Yes → Go to Q8

No → Go to Q20

8

Have you accessed the internet at all in the last three months? This includes on mobile devices (eg smartphone, tablet, smart TV etc), and at work/places of study.

PLEASE TICK ONE OPTION ONLY

Yes → Go to Q10

No → Go to Q9

9

What are your reasons for not accessing the internet in the last three months?

PLEASE TICK AS MANY AS APPLY

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

10

Have you accessed the internet on a mobile device on 3G/4G in the last three months?

PLEASE TICK ONE OPTION ONLY

Yes

No

11

Where have you used the internet (not including mobile devices) in the last three months?

PLEASE TICK AS MANY AS APPLY

- At home
- At work
- At another person's home
- At a place of education
- At a public place (eg library, community centre, internet café)
- None of these

If one of your answers is at home go to Q13

12

If you have not accessed the internet at home, why not?

PLEASE TICK AS MANY AS APPLY

- 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

13

What is your internet connection speed at home?

PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT

- Less than 2Mbps
- 2Mbps - 20Mbps
- More than 20Mbps
- Don't know

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How strongly do you agree or disagree that your internet speed at home is fast enough for your needs?

PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

15

Have you accessed the internet at home for work purposes?

PLEASE TICK ONE OPTION ONLY

- Yes → go to Q17
- No → go to Q16

16

If you haven't accessed the internet at home for work purposes, 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)

17

Which of these activities did you use the internet for in the last three months?

PLEASE TICK AS MANY AS APPLY

- 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

18**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	Strongly disagree
The internet is important to my life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The internet enables me to get better deals on the goods and services I buy/use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The cost of high speed broadband (20 or more mbps) is too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is important for me to have a fast connection to the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The internet is a useful tool for keeping in touch with friends and family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19**Have you ever done any of the following on the internet?**

PLEASE TICK AS MANY AS APPLY

- 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

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.

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Before today, were you aware that you could contact Lancashire County Council about the following Environment Directorate services?

PLEASE TICK ONE OPTION ONLY FOR EACH SERVICE

	Yes	No
Highway maintenance - roads, pothole repairs, resurfacing, pavement repairs, dropped curbs and maintenance of highways	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting - repairs and installations	<input type="checkbox"/>	<input type="checkbox"/>
Traffic signals - traffic light repairs, temporary traffic lights and pelican crossings	<input type="checkbox"/>	<input type="checkbox"/>
Waste and natural resource management - disposing of rubbish, landfill and recycling	<input type="checkbox"/>	<input type="checkbox"/>
Environmental and community projects - physical improvements, climate change and countryside management	<input type="checkbox"/>	<input type="checkbox"/>
Public rights of way - footpaths and bridleways	<input type="checkbox"/>	<input type="checkbox"/>
Strategic planning and transport - strategic management of highways	<input type="checkbox"/>	<input type="checkbox"/>
Emergency planning - preparing for and responding to emergencies	<input type="checkbox"/>	<input type="checkbox"/>
Trading Standards - food safety, reporting scams and cold calling, weights and measures	<input type="checkbox"/>	<input type="checkbox"/>
Scientific services - food analysis, asbestos monitoring, water examination	<input type="checkbox"/>	<input type="checkbox"/>
Winter Service - gritting roads and filling grit bins	<input type="checkbox"/>	<input type="checkbox"/>
Flood risk management and drainage - clearing blocked drains and preventing floods	<input type="checkbox"/>	<input type="checkbox"/>
Transport related services - bus and rail services, concessionary travel, sustainable travel and community transport	<input type="checkbox"/>	<input type="checkbox"/>
Road safety - education in schools and the 20mph programme	<input type="checkbox"/>	<input type="checkbox"/>

27

If you reported a problem or requested a service in the last two years, what was your reason?

PLEASE TICK AS MANY AS APPLY

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

28

If you haven't contacted any of Lancashire County Council's Environment Directorate services to report a problem/request a 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 future how would you prefer to do it?

PLEASE TICK AS MANY AS APPLY

By phone

By email

By letter

By using Lancashire County Council's online reporting system

By using social media eg Twitter/Facebook

Through a county councillor

At a public meeting

By speaking to someone from the council face-to-face

Other (please write in)

30

Do you agree or disagree that you can improve your local area by contacting Lancashire County Council?

PLEASE TICK ONE OPTION ONLY

Strongly agree

Tend to agree

Neither 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.