

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.

### 20mph speed limits

**1**

**Before today were you aware that 20mph speed limits are being introduced in residential areas across Lancashire?**

PLEASE TICK ONE OPTION ONLY

Yes

No

Don't know

**2**

**How strongly do you agree or disagree that introducing 20mph speed limits in residential areas will make them safer?**

PLEASE TICK ONE OPTION ONLY

Strongly agree

Tend to agree

Tend to disagree

Strongly disagree

Don't know

3

**Do you think that the majority of drivers will stick to the 20mph speed limits?**

PLEASE TICK ONE OPTION ONLY

Yes

No

Don't know

## Dementia

4

**What contact do you have with someone who has dementia?**

PLEASE TICK ONE OPTION ONLY

I have dementia

I know someone who has dementia

I knew someone in the past who had dementia

I don't know anyone with dementia

Don't know

5

**If you were worried about your memory or the memory of someone close to you, would you know how to get help or advice?**

PLEASE TICK ONE OPTION ONLY

Yes

No

6

**How strongly do you agree or disagree with each of the following statements about dementia?**

PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
Dementia is just part of the natural ageing process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dementia is only about losing your memory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Some people with dementia can still drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Some people with dementia can still work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Everyone with dementia will have the same problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7****How strongly do you agree or disagree that dementia can affect people in each of the following ways?**

PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
Confusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problems recognising faces and remembering names	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-----					
Resistant to care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Withdrawn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-----					
Aggressive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agitated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-----					
Reduced ability to perform day-to-day tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decision-making difficulties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-----					
Lose communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Impairment of memory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-----					
Shorter life expectancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8****How comfortable do you feel when talking with someone who you think or know has dementia?**

PLEASE TICK ONE OPTION ONLY

- Very comfortable
- Fairly comfortable
- Fairly uncomfortable
- Very uncomfortable
- Don't know

## Financial inclusion

Financial inclusion means that everyone in society is able to access and use appropriate and affordable financial services. Without this ability people are often referred to as financially excluded.

Financially excluded people might be unable to open a bank account, obtain affordable loans or receive money advice.

Addressing financial exclusion has the potential to reduce health inequalities and tackle the underlying causes of ill-health. It also has a wider effect on people's ability to participate in economic and social life.

All the information you provide will be treated in the strictest confidence and will be used for statistical and research purposes only. Your personal information will always remain confidential and will not be passed on to any other organisation.

9

**Do you have a bank or building society current account?**

PLEASE TICK ONE OPTION ONLY

Yes

No

10

**Are you able to access your day-to-day finances easily from a post office, bank, or building society?**

PLEASE TICK ONE OPTION ONLY

Yes, without assistance from others

Yes, with assistance from others

No

11

**Would you know who to go to for advice about...?**

PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT

	Yes	No	Don't know
A sudden loss of income, eg redundancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Struggling to make ends meet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>			
Not being able to meet regular payments on outstanding debts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A large sudden one off cost, eg repairs to a car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In the next few questions we would like to ask you about unsecured credit agreements. Unsecured credit agreements include personal loans, credit cards, and finance on items such as cars and household goods, but do not include mortgages.

**12**

**Thinking about your unsecured credit agreements. How easy are you finding it to make the repayments?**

PLEASE TICK ONE OPTION ONLY

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult
- I have no unsecured credit agreements

**13**

**Still thinking about your unsecured credit agreements. During the last few weeks, how often would you say that you have been worried about meeting the repayments ?**

PLEASE TICK ONE OPTION ONLY

- Almost all the time
- Quite often
- Only sometimes
- Never
- I have no unsecured credit agreements

**14**

**Do you feel that the charges for the unsecured credit that is available to you are...?**

PLEASE TICK ONE OPTION ONLY

- High
- Generally about right
- Low
- Don't know

**15**

**In the last 2 years, have you had an application for any unsecured credit turned down?**

PLEASE TICK ONE OPTION ONLY

- Yes
- No
- Don't know/remember
- Not applied

16

Have you ever considered using an illegal lender/loan shark?

PLEASE TICK ONE OPTION ONLY

Yes

No

No need

Employment

17

What is your highest level of qualification?

PLEASE TICK ONE OPTION ONLY

No formal qualifications

Level 1 (equivalent to GCSE grades D-G/NVQ)

Level 2 (equivalent to GCSE grades A\*-C/NVQ)

Level 3 (equivalent to A-Levels)

Level 4 (equivalent to degree)

Above level 4 (equivalent to post-graduate degree/MA/PhD)

18

Are you currently in paid employment?

PLEASE TICK ONE OPTION ONLY

Yes - full-time [over 30hrs/week]  → go to Q20

Yes - part-time [up to 30hrs/week]  → go to Q20

No  → go to Q19

19

And are you not working for any of the following reasons?

PLEASE TICK AS MANY AS APPLY

Retired  → go to Q30

Stay at home parent

Choose not to work

Carer

Poor health

Currently studying

Lack of suitable jobs

Other (write in)

Go to Q24

None of the above

20

Which industry do you currently work in?  
(Please note, if you have more than one job, answer for the job in which you work the most hours)

PLEASE TICK ONE OPTION ONLY

- Manufacturing/engineering
- Construction
- Banking/finance/insurance
- Retail/sales
- Local government/education/health
- Leisure/tourism
- Self-employed
- Other (write in)

Travelling to work

21

How long do you currently travel to get to your regular place of work?

PLEASE TICK ONE OPTION ONLY

- Up to 15 minutes each way
- 16-30 minutes each way
- 31-45 minutes each way
- 46-60 minutes each way
- Over an hour each way

22

How often do you use the following method(s) of transport to get to work?

PLEASE TICK ONE OPTION ONLY FOR EACH METHOD

	Every or most days	A few times a week	A few times a month	Less often	Never
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pedal bike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work from home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (write in)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**23**

**If you are a car user, what are the main reasons why you use your car to get to work?**

PLEASE TICK AS MANY AS APPLY

I don't use a car to get to work

My car is provided by my employer

---

It is more convenient

It saves time

---

It is cheaper

I need a car to do my job

---

I need a car before/after work

Lack of information about public transport

Other (write in)

**24**

**How long would you be prepared to travel to get to your regular place of work?**

PLEASE TICK ONE OPTION ONLY

Up to 15 minutes each way

16-30 minutes each way

31-45 minutes each way

46-60 minutes each way

Over an hour each way

**25**

**What would stop you travelling for longer?**

PLEASE TICK AS MANY AS APPLY

Need to stay local (please explain below)

Too expensive - wouldn't make financial sense

No convenient public transport

No car

Don't want to spend more time travelling

Want a balance between social/family and work life

Other reason (write in)



**26**

**Do you feel jobs for you exist within Lancashire which reflect your skill level/experience?**

PLEASE TICK ONE OPTION ONLY

Yes, there are a wide range of jobs available for me

Yes, there are a small number of jobs available for me

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There are jobs available but not the types of job that I would like

There are very few jobs available to me

---

There are no jobs available for me

Don't know

**Training**

**27**

**Have you, within the last three years, learnt a new skill to improve your employment prospects?**

PLEASE TICK ONE OPTION ONLY

Yes  → go to Q28

No  → go to Q29

**28**

**What encouraged/enabled you to do this?**

PLEASE TICK AS MANY AS APPLY

Financial support

Finding a part-time course

Finding an online course

Other support, eg time off work

Don't know

Other (write in)

**Go to Q30**

**29****What has prevented you from training?**

PLEASE TICK AS MANY AS APPLY

- I didn't need/want more training
- Cost of training
- Cost of travel to training
- I couldn't find a suitable course
- I didn't know how to find a suitable course
- I would have had difficulty arranging childcare
- No places available on the courses I wanted to do
- Lack of support from employer
- Health reasons
- I would have had difficulty travelling to training
- Other (write in)

**30****Do you think, over the next two years, that your job prospects in Lancashire will ...?**

PLEASE TICK ONE OPTION ONLY

- Get worse
- Stay the same
- Get better
- Don't know

## Winter gritting service

Despite the milder winters we have experienced in recent years, we were better prepared than ever for winter this year. We had 10% more salt at the start of the season than last year and all the resources we need to keep Lancashire moving in severe weather.

When bad weather is forecast, our priority is to keep traffic moving on the main routes across the county and we want people to understand that we haven't got the resources to treat every road in Lancashire.

Our aim is for people to have more realistic expectations of what we can do and what everyone else can do to help prepare for winter. During winter we monitor the weather conditions around the clock so that we can react promptly to forecasts of ice and snow.

We grit over 1,500 miles of our 4,300 miles of road every night when a frost is predicted but it takes all our resources to keep these clear when it's snowing.

An important part of our role as a council is to keep people informed about conditions on the roads. By keeping people informed, fewer people need to contact us, which means our focus can stay on keeping the roads clear. The following questions will help us to determine how we can best keep you informed.

**31**

**How satisfied or dissatisfied were you with the winter gritting services on main roads across Lancashire this winter?**

PLEASE TICK ONE OPTION ONLY

- |                          |                          |                                    |                          |                          |                          |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied           | Fairly satisfied         | Neither satisfied nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        | Don't know               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**32**

**How well informed do you feel about winter gritting services provided this year by the county council?**

PLEASE TICK ONE OPTION ONLY

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

**33**

**Where did you get your information on winter gritting services?**

PLEASE TICK AS MANY AS APPLY

- Lancashire County Council's website
- Lancashire County Council's winter leaflet
- Lancashire County Council's customer service helpline
- Social media from Lancashire County Council (eg Twitter, YouTube, Flickr, Facebook)
- Local newspaper/local newspaper's website
- Radio travel bulletins
- Radio adverts
- Television travel bulletins
- National news websites
- Word of mouth

Other (please write in)

- None of these
- Don't know

**34****How useful, if at all, did you find the following sources of information on winter gritting services?**

PLEASE TICK ONE OPTION ONLY FOR EACH SOURCE

	Very useful	Fairly useful	Not very useful	Not at all useful	Have not used it	Don't know
Lancashire County Council's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lancashire County Council's winter leaflet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lancashire County Council's customer service helpline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social media from Lancashire County Council (Twitter, YouTube, Flickr, Facebook)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local newspaper/local newspaper's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Radio travel bulletins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Radio adverts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Television travel bulletins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National news websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**35****And how would you prefer to receive information on winter gritting services?**

PLEASE TICK AS MANY AS APPLY

- Lancashire County Council's website
- Lancashire County Council's winter leaflet
- Lancashire County Council's customer service helpline
- Social media from Lancashire County Council (eg Twitter, YouTube, Flickr, Facebook)
- Local newspaper/local newspaper's website
- Radio travel bulletins
- Radio adverts
- Television travel bulletins
- National news websites
- Word of mouth
- Other (please write in)

I don't want to know 

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