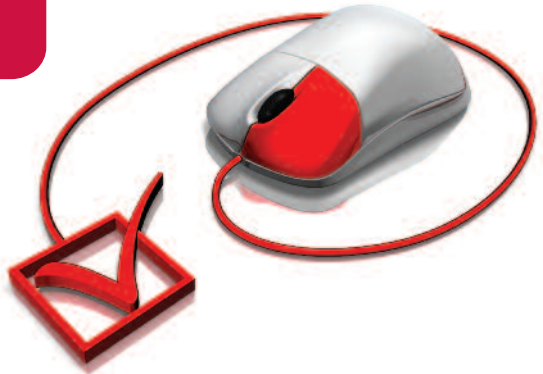


Welcome to



Living in Lancashire

Thank you for joining Living in Lancashire – the county council’s residents’ panel. I hope you enjoy being part of the panel and feel that your contributions are making a difference to the way we live here in Lancashire.

Every few months we’ll send you a questionnaire giving you the opportunity to tell us your views on things that really matter to you – of course everything is voluntary. Each questionnaire focuses on a couple of important issues and generally takes no more than 15 minutes to fill in. Different topics are covered in each

questionnaire and reflect all aspects of life in the county.

You may also be invited to take part in interviews, local discussion groups or events. For some of the research, like taking part in a local discussion group, a payment will be made towards your out-of-pocket expenses, such as time and travel costs.

Living in Lancashire members have a direct impact on the services the county council offers to you.

Your questions answered...

What happens to my personal information?

All the information you give us is treated in the strictest confidence and will be used for statistical and research purposes only. Personal information will always remain confidential and won't be given to any other organisation. From time to time we work with partner organisations, like your district council, and we may contact you on their behalf to ask if you'd like to take part in things like discussion groups.

If any of your personal details change while you are a member, just let us know and we'll update our records. Once you leave the panel all of your personal details will be removed from our records.

How I will get my surveys?

You can take part in regular Living in Lancashire surveys either in the post or online. When you filled in your membership questionnaire you told us how you'd prefer to fill in your surveys – so this is how we'll send your surveys to you. You can of course change your mind and fill it in by either method – just let us know.

How long will I be a member?

We value everyone's contribution to Living in Lancashire. From time to time we recruit new members onto the panel as people move away or decide they no longer wish to take part. And every so often we randomly remove members from the panel so that the panel remains fresh and represents the general views of people in Lancashire. We'll write to let you know about any changes to your membership.

You're free to leave the panel at any time. All you need to do is contact us by post, telephone or e-mail, and we will take you off the panel straight away.

How can I contact you at Living in Lancashire?

We're always pleased to hear from our members, and you can get in touch by:

- writing to Living in Lancashire, Lancashire County Council, County Hall, Preston PR1 0LD;
- leaving a message on our freephone line 0808 1443536; or
- emailing LivingInLancashire@lancashire.gov.uk

Thank you for becoming a member. We look forward to hearing your views over the coming months.