

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.

Roads and streets

In the following questions, by local area we mean the area within two miles of your home.

1

How satisfied or dissatisfied are you with each of the following?

PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
The condition of road surfaces in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of road surfaces in Lancashire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>					
The condition of pavement surfaces in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of pavement surfaces in Lancashire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2**Over the past six months do you feel that the following have got better, stayed the same or got worse?**

PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT

	Got better	Stayed the same	Got worse	Don't know
The condition of road surfaces in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of road surfaces in Lancashire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The condition of pavement surfaces in your local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of pavement surfaces in Lancashire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3**How strongly do you agree or disagree with the following statements?**

PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The number of potholes on roads in your local area has reduced over the past six months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of potholes on roads in Lancashire has reduced over the past six months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The number of potholes on footpaths in your local area has reduced over the past six months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of potholes on footpaths in Lancashire has reduced over the past six months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4**How strongly do you agree or disagree with the following statements?**

PLEASE TICK ONE OPTION ONLY FOR EACH STATEMENT

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
Over the past six months the time taken to identify and repair potholes has improved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over the past six months pothole repairs conducted have been long lasting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Over the past six months pothole repairs have been completed with a smooth finish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of pothole repair has improved over the past six months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Adult social care - information and advice

Adult social care covers the services and support that are funded by Lancashire County Council to help people live as well as possible with any illness or disability that they may have.

Information and advice is important as it helps people, carers and families to make well informed choices and take control of the care and support they receive.

We currently offer information and advice relevant to older people, adults with disabilities, and their carers about:

- the financial support available to pay for care services;
- support for people who provide unpaid care to a family member;
- residential and nursing care;
- services that support people to live in their home;
- local daytime activities that are aimed at older people and adults with disabilities;
- the benefits that they are eligible for and how they can claim them; and
- safeguarding the needs of vulnerable adults.

We also offer information and advice relevant to everyone about health and wellbeing.

In addition to this, we need to meet the duties that have been placed on us by the Care Act 2014, which came into force in April 2015. It is the most significant piece of adult social care legislation in England for 60 years and it has placed new duties on the county council that require us to “**establish and maintain a service for providing people in its area with information and advice relating to care and support for adults and support for carers**”.

We must cover the needs and expectations of all our population, not just those who receive care and support that is funded by Lancashire County Council. For example, people may require information and advice before they need to access care or support services, to consider what actions they may take now to prevent or delay any need for care, or how they might plan to meet the cost of future care needs.

In the following questions we would like your views on accessing information and advice about supporting older people and people with disabilities (who are 18 and over) with their social care needs. This will help us to make sure that the information and advice that we provide meets the needs of the people of Lancashire.

5

Are you...?

PLEASE TICK AS MANY AS APPLY

An unpaid carer

A paid carer

Receiving social care funded by Lancashire County Council

Receiving self-funded social care

None of these

People are an **unpaid carer** if they provide regular, substantial and unpaid support to a friend, relative, partner or other person who cannot manage without help because of illness, frailty or disability.

Depending on the type of information and advice you need, you may go to different places or try to access the information in different ways. To help us understand this we have selected some key scenarios as examples of types of information and advice that you may look for whether you are planning support for yourself, a family member, or if you are currently receiving social care support. **For each question, please read the scenario and think about what you would do in that situation.**

6

You are looking for information and advice about services that support your health and wellbeing. For example, where are your nearest health services (eg dentist, GP practice), what local services are available to help with fitness and weight management, or stop smoking services.

a) Which, if any, of the following organisations would you go to for this information?

PLEASE TICK AS MANY AS APPLY

- Lancashire County Council
- District council
- NHS (excluding GP)
- GP
- Citizens Advice Bureau
- Voluntary service (eg Age UK)
- None of these

b) What information would be important to you?

PLEASE TICK AS MANY AS APPLY

- What services are available
- How to access those services
- The quality of the services on offer
- The cost of services
- Other (please write in below)

c) How would you prefer to access this information?

PLEASE TICK ONE OPTION ONLY

- Online (from a website)
- By email
- Using social media (eg Facebook, Twitter, Instagram)
- Face-to-face
- Over the phone

7

You are looking for information and advice about what local services are available to support older people and adults with disabilities to live at home for longer. For example, you may want to know about trusted local tradespeople, home improvements and adaptations that keep people safe (eg handrails), or getting extra help in the home (eg putting the rubbish out).

a) Which, if any, of the following organisations would you go to for this information?

PLEASE TICK AS MANY AS APPLY

- Lancashire County Council
- District council
- NHS (excluding GP)
- GP
- Citizens Advice Bureau
- Voluntary service (eg Age UK)
- None of these

b) What information would be important to you?

PLEASE TICK AS MANY AS APPLY

- What services are available
- How to access those services
- The quality of the services on offer
- The cost of services
- Other (please write in below)

c) How would you prefer to access this information?

PLEASE TICK ONE OPTION ONLY

- Online (from a website)
- By email
- Using social media (eg Facebook, Twitter, Instagram)
- Face-to-face
- Over the phone

8

You are looking for information and advice that is independent of that provided by Lancashire County Council about adult social care. For example, financial advice, support to help you make a complaint, support to understand the social care process, or someone to represent your views.

a) Which, if any, of the following organisations would you go to for this information?

PLEASE TICK AS MANY AS APPLY

- Lancashire County Council
- District council
- NHS (excluding GP)
- GP
- Citizens Advice Bureau
- Voluntary service (eg Age UK)
- None of these

b) What information would be important to you?

PLEASE TICK AS MANY AS APPLY

- What services are available
- How to access those services
- The quality of the services on offer
- The cost of services
- Other (please write in below)

c) How would you prefer to access this information?

PLEASE TICK ONE OPTION ONLY

- Online (from a website)
- By email
- Using social media (eg Facebook, Twitter, Instagram)
- Face-to-face
- Over the phone

9

You are looking for information and advice on the cost of care services. For example, practical help in managing your money and understanding how we assess your financial situation.

a) Which, if any, of the following organisations would you go to for this information?

PLEASE TICK AS MANY AS APPLY

- Lancashire County Council
- District council
- NHS (excluding GP)
- GP
- Citizens Advice Bureau
- Voluntary service (eg Age UK)
- None of these

b) What information would be important to you?

PLEASE TICK AS MANY AS APPLY

- What services are available
- How to access those services
- The quality of the services on offer
- The cost of services
- Other (please write in below)

c) How would you prefer to access this information?

PLEASE TICK ONE OPTION ONLY

- Online (from a website)
- By email
- Using social media (eg Facebook, Twitter, Instagram)
- Face-to-face
- Over the phone

10

You are looking for information and advice about support available to people who provide unpaid care. For example, whether there are local carers' centres, services to provide carers with a break from their caring duties, or just someone to talk to.

a) Which, if any, of the following organisations would you go to for this information?

PLEASE TICK AS MANY AS APPLY

- Lancashire County Council
- District council
- NHS (excluding GP)
- GP
- Citizens Advice Bureau
- Voluntary service (eg Age UK)
- None of these

b) What information would be important to you?

PLEASE TICK AS MANY AS APPLY

- What services are available
- How to access those services
- The quality of the services on offer
- The cost of services
- Other (please write in below)

c) How would you prefer to access this information?

PLEASE TICK ONE OPTION ONLY

- Online (from a website)
- By email
- Using social media (eg Facebook, Twitter, Instagram)
- Face-to-face
- Over the phone

We currently offer information and advice relevant to older people, adults with disabilities, and their carers about:

- the financial support available to pay for care services;
- support for people who provide unpaid care to a family member;
- residential and nursing care;
- services that support people to live in their home;
- local daytime activities that are aimed at older people and adults with disabilities;
- the benefits that they are eligible for and how they can claim them;
- safeguarding the needs of vulnerable adults; and
- the health and wellbeing of all adults.

11

In the past 12 months, have you looked for information or advice through Lancashire County Council about social care services and support for older people or adults with disabilities?

PLEASE TICK AS MANY AS APPLY

Yes, for myself

Yes, for someone else

No → go to Q14

Don't know/can't remember → go to Q14

12

Overall, how would you rate the information and advice you received?

PLEASE TICK ONE OPTION ONLY

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/ can't remember
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13

What, if anything, could have been done to improve the information and advice you received?

PLEASE WRITE IN BELOW

Dementia

The following questions ask about your awareness, understanding and experience of dementia. The information you provide will help us to plan services, provide appropriate information to help raise the awareness of dementia in local communities, help us to plan local projects to provide access to information about living with dementia, and to help us ensure that people living with dementia feel included.

14

What contact, if any, do you have with someone who has dementia?

PLEASE TICK AS MANY AS APPLY

- 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

15

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

16

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"/>

17**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 OF THE FOLLOWING

	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"/>
<hr/>					
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"/>
<hr/>					
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"/>
<hr/>					
Reduced ability to perform day-to-day tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficulty in making decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>					
Loss of 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"/>
<hr/>					
Shorter life expectancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18**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

Please return the questionnaire in the reply-paid envelope.

Thank you for being part of Living in Lancashire.