

Life Survey Questionnaire

Beyond Imagination Life Survey
ImaginationLancaster

May 2021





Background

Lancaster University, Lancaster City Council and Blackburn with Darwen Council have come together to initiate the Beyond Imagination Life Survey. Commissioned by Lancaster University and undertaken by BMG Research the survey of just under 3,000 residents aims to gather a representative picture of views, attitudes and experiences, which will in turn inform strategy, activities and research opportunities for ImaginationLancaster, the local authorities and other local partners.

Lancaster City Council and Blackburn with Darwen Council priorities have formed a key part of the survey development throughout, resulting in a survey structure which combines the needs of different stakeholders, based on four themes:

- Health and Wellbeing
- Wealth and Opportunity
- Sustainability, Transport and Travel
- Connected Communities and Services

Beyond Imagination Life Survey Questionnaire

SCREENING QUESTIONS

Firstly, we'd like to ask you some questions about yourself to help us to make sure we have captured views from a cross section of people.

ONLINE ONLY

Q1. So we can ensure you live in [the Lancaster District/Blackburn with Darwen], please tell us your full UK postcode.

This information will only be used for statistical purposes to analyse the results by specific areas, such as Local Authority, Constituency and Government areas. All answers will be treated entirely anonymously and postcode information will not be used for any other purpose unless permission is given.

IF NOT A VALID POSTCODE : This survey is for Lancaster District or Blackburn with Darwen residents only. Thank you for your time, if you have any queries please do not hesitate to contact BMG Research on 0800 358 0337.

ASK ALL

Q2. Which age band do you fall into? [SINGLE CODE] [SHOWCARD 1 – FOR F2F]

1. Under 18 (**SCREEN OUT**)
2. 18 to 24
3. 25 to 34
4. 35 to 44
5. 45 to 54
6. 55 to 64
7. 65 to 74
8. 75 to 84
9. 85+
10. Prefer not to say

ASK ALL

Q3. Can you please tell me your gender?

1. Male
2. Female
3. Prefer to self-describe



4. Prefer not to say

SOCIAL INTEGRATION – ASK ALL

For this section we would like you to think about your local area. By your local area we mean within 15 to 20 minutes walking distance.

Q4. How strongly do you feel you belong to your local area? (SINGLE CODE) [SHOWCARD 2 – FOR F2F]

1. Very strongly
2. Fairly strongly
3. Not very strongly
4. Not at all strongly
5. Don't know

Q5. Would you say your local area is a place where neighbours look out for each other? (SINGLE CODE) [FOR F2F IF YES, PLEASE QUANTIFY]

1. Yes, definitely
2. Yes, to some extent
3. No
4. Don't know

Q6. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? (SINGLE CODE) [SHOWCARD 3 – FOR F2F]

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. Don't know

Q7. How safe or unsafe do you consider your local area to be (single code per row) [SHOWCARD 4 – FOR F2F]

A. during the day?

B. After dark?

1. Very safe
2. Fairly safe
3. Fairly unsafe
4. Very unsafe
5. Don't know

Q8. How satisfied or dissatisfied are you with the Lancaster District / Blackburn with Darwen borough (as applicable) as a place to live? (SINGLE CODE) [SHOWCARD 5 – FOR F2F]

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

Q9. Do you agree or disagree with these statements about the Coronavirus crisis... (SINGLE CODE PER ROW) [SHOWCARD 6 – FOR F2F]

- A. Because of Coronavirus, I have got to know my neighbours better
- B. Coronavirus has made me worry about mixing with people I don't know

1. Definitely agree
2. Tend to agree
3. Neither agree or disagree
4. Tend to disagree



5. Definitely disagree
6. Don't know

LOCAL PRIORITIES

Continuing to think about your local area. By your local area we mean within 15 to 20 minutes walking distance.

ASK ALL

Q10. Which of these are located within your local area? (MULTICODE) [SHOWCARD 7 – FOR F2F]

1. General/grocery shop
2. Pub
3. Park
4. Other green spaces [e.g. community gardens or open space]
5. Public water spaces [e.g. lakes, canals, rivers, sea]
6. Library
7. Community centre/hall
8. Sports centre/club
9. Youth centre/club
10. Health centre/GP
11. Chemist
12. Post Office
13. Primary school
14. Secondary school
15. Church/place of worship
16. Public transport links
17. None of these

ASK ALL

Q11. Generally, how satisfied or dissatisfied are you with the local services and amenities in your local area? (SINGLE CODE) [SHOWCARD 8 – FOR F2F]

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL

Q12. [SHOWCARD 9 ROTATED – FOR F2F]

- A. Thinking generally, which of the following would you say are most important in making somewhere a good place to live? PLEASE SELECT UP TO FIVE BOXES ONLY IN THE LEFT HAND COLUMN BELOW**
- B. And thinking about this local area, which of the following, if any, do you think most need improving? PLEASE TICK UP TO FIVE BOXES ONLY IN THE RIGHT HAND COLUMN BELOW**

1. Access to nature
2. Activities for teenagers
3. Affordable decent housing
4. Clean streets
5. Community activities
6. Cultural facilities (e.g. cinemas, museums)
7. Education provision
8. Facilities for young children
9. Health services
10. Job prospects



11. The level of crime
12. The level of pollution
13. The level of traffic congestion
14. Parks and open spaces
15. Public transport
16. Race relations
17. Road and pavement repairs
18. Shopping facilities
19. Sports and leisure facilities
20. Wage levels and local cost of living
95. Other (PLEASE SELECT AND WRITE IN BELOW)
96. None of these
97. Don't know

ASK ALL

Q13. How satisfied or dissatisfied are you that you can influence decisions made by [Lancaster City Council or Blackburn with Darwen Council]? (SINGLE CODE) [SHOWCARD 10 – FOR F2F]

1. Very satisfied
 2. Fairly satisfied
 3. Neither satisfied nor dissatisfied
 4. Fairly dissatisfied
 5. Very dissatisfied
- Don't know

ASK ALL

Q14. To what extent do you think [Lancaster City Council or Blackburn with Darwen Council] acts on the concerns of residents? (SINGLE CODE) [SHOWCARD 11 – FOR F2F]

1. A great deal
2. A fair amount
3. Not very much
4. Not at all
5. Don't know

ASK ALL

Q15. How satisfied or dissatisfied are you that [Lancaster City Council or Blackburn with Darwen Council] gives you the opportunity to make your views known? (SINGLE CODE) [SHOWCARD 12 – FOR F2F]

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL

Q16. Excluding this survey, have you used any of the following ways to share your views with [Lancaster City Council or Blackburn with Darwen Council]? [MULTICODE] [SHOWCARD 13 – FOR F2F]

1. Contacted a Councillor
2. Attended (or watched online) a Council or Committee meeting
3. Responded to a survey or consultation
4. Joined a Council mailing list or panel
5. Made a formal complaint
6. Made a formal comment or complement
7. Followed or commented on a Council page on social media (facebook, twitter, Instagram)



8. Attended a public event
9. Attended a community meeting
10. Signed or created a petition
11. None of the above
12. Something else (please specify)

ASK ALL

Q17. How would you like to share your views with [Lancaster City Council or Blackburn with Darwen Council]?

[MULTICODE] [SHOWCARD 14 – FOR F2F]

1. Letter
2. Email
3. Telephone
4. Web forms from the council website (with log in)
5. Web forms from the council website (no log in)
6. Social media
7. Individual face to face contact
8. Group meetings
9. Public events
10. Petitions
11. None of the above
12. Some other way (please specify)

ASK ALL

Q18. Which of the following activities might you be interested in taking on a more active role? (SINGLE CODE PER ROW) [SHOWCARD 15 – FOR F2F]

Options

- a. Joining a friends group eg local parks, gardens, cemeteries, building
- b. Organising a litter pick
- c. Taking part in a litter pick
- d. Becoming a community sports volunteer
- e. Any other activity or role in your community, please specify (open end) – **ONLY CODES 1 TO 3 AND 6 APPLICABLE**

Response codes

1. Definitely
2. Probably
3. It would depend
4. Probably not
5. Definitely not
6. I already do

ASK IF PROBABLY NOT OR DEFINITELY NOT (CODES 4 OR 5) TO ANY OF Q18 (EXCLUDING E)

Q19. What is it that would prevent you from doing so? (MULTICODE) [SHOWCARD 16 – FOR F2F]

1. Lack of time
2. Lack of energy
3. Lack of motivation
4. Don't feel I can offer anything
5. Health reasons
6. Cost issues
7. Lack of interest
8. Other please specify (open end)
9. Don't know



HOUSING

ASK ALL

Q20. During the winter months, does condensation form on the windows or walls of any room in your home apart from the bathrooms or toilets? (SINGLE CODE)

1. Yes
2. No
3. Don't know

ASK ALL

Q21. During the winter months, are there patches of mould or fungus in any room in your home, apart from bathrooms or toilets? (SINGLE CODE)

1. Yes
2. No
3. Don't know`

ASK ALL

Q22. Can you keep comfortably warm in your accommodation during winter time?

1. Yes
2. Some rooms only
3. No

ASK IF Q22 = 2,3

Q23. Why is this? (MULTICODE) [SHOWCARD 17 – FOR F2F]

1. It costs too much to keep your heating on
2. It is not possible to heat the room to a comfortable standard
3. Equipment that is broken or under repair
4. Other (please specify)
5. Don't know

SUSTAINABILITY

ASK ALL

Q24. How many cars or vans does your household own or have the regular use of? (SINGLE CHOICE)

1. None
2. One
3. Two
4. Three
5. Four
6. Five or more

ASK ALL

Q25. Excluding exercise bikes, do you... READ OUT (MULTICODE POSSIBLE FOR CODES 1 AND 2)

1. own a bicycle yourself
2. have regular use of a bicycle owned by someone else
3. have no regular use of a bicycle

ASK ALL



Q26. How frequently do you travel by ... (SINGLE CHOICE FOR EACH) [SHOWCARD 18 – FOR F2F]

Options:

- A. public transport, that is, buses or trains
- B. car or van whether that be as a driver or a passenger
- C. by bicycle
- D. on foot
- E. Do you travel frequently in some other way? Yes/No [IF YES : specify] AND QUANTIFY

Codes:

1. At least once a day
2. Less than once a day but at least 3 times a week
3. Once or twice a week
4. Less than that but more than twice a month
5. Once or twice a month
6. Less than that but more than twice a year
7. Once or twice a year
8. Less than that or never
9. Don't know

ASK IF FREQUENCY TRAVEL BY CAR (CODE B) = ONCE OR TWICE A MONTH OR MORE FREQUENTLY (CODES 1 TO 5)

Q27. What, if anything, would help you reduce the amount you travel by car or van? (MULTICODE) [SHOWCARD 19 – FOR F2F]

1. More frequent public transport
2. Better /more routes on public transport for where I need to go
3. Cheaper public transport
4. Better public travel information/co-ordination (e.g. more real-time info, integrated ticketing)
5. If public transport was more Covid-secure/less crowded/more people wore masks/better cleaning
6. More /better cycle paths
7. Help to cycle, such as bike support and rental schemes
8. Better pavements/walking routes
9. Improved safety for cyclists on roads
10. Better street lighting/better lit areas
95. Other (please specify)
96. Nothing would help
97. Don't know

ASK ALL

Q28. If you were to buy a new car or van, what, if anything, would put you off buying an electric car or van? (MULTICODE) [SHOWCARD 20 – FOR F2F]

1. Limited choice (not many vehicles to choose from)
2. Lack of knowledge
3. Cost
4. Battery: distance travelled on charge
5. Recharging / no charging points in my local area
6. Value: resale/residual
7. Safety features/record
8. The vehicle: performance (e.g. speed/handling), size/practicality, looks
9. Technology: doesn't work/not proven
10. Nothing
11. Do not drive/not relevant
95. Other (please specify)
96. Don't know



ASK ALL

Q29. How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'?
[SHOWCARD 21 – FOR F2F]

1. Very concerned
2. Fairly concerned
3. Not very concerned
4. Not at all concerned
5. Don't know

ASK ALL

Q30. Thinking about your food, energy and transport use, which of the following do you currently do? (SINGLE CODE FOR EACH) [SHOWCARD 22 – FOR F2F]

- A. Compost food and/or green waste, or put food waste out for collection
- B. Reduce use, reuse or recycle plastic
- C. Switch off lights, heating and appliances to save energy
- D. Walk, or cycle or take public transport instead of driving short distances
- E. Burn less/not at all at home (e.g. in stoves, wood burners or open fires)
- F. Eat a more plant-based/vegetarian diet

RESPONSE CODES.

1. Always
2. Usually
3. Sometimes
4. Never
5. Not applicable

PHYSICAL/MENTAL HEALTH

ASK ALL

Q31. How is your health in general? (SINGLE CODE) [SHOWCARD 23 – FOR F2F]

1. Very good
2. Good
3. Fair
4. Bad
5. Very bad
6. Prefer not to say

ASK ALL

Q32. Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

1. Yes
2. No



3. Prefer not to say

ASK IF YES TO Q32

Q33. Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

1. Yes
2. No
3. Prefer not to say



ASK ALL

Q34. Now we would like you to think about how you are today. Choose one option in each group of statements to indicate which statement best describes how you are. [SHOWCARD 24 – FOR F2F]

A. Mobility

1. I have no problems in walking about
2. I have some problems in walking about
3. I am confined to bed
4. Prefer not to say

B. Self-care

1. I have no problems with self-care
2. I have some problems with self-care
3. I am unable to wash or dress myself
4. Prefer not to say

C. Usual Activities (e.g. work, study, housework, family or leisure activities)

1. I have no problems with performing my usual activities
2. I have some problems with performing my usual activities
3. I am unable to perform my usual activities
4. Prefer not to say

D. Pain/discomfort

1. I have no pain or discomfort
2. I have moderate pain or discomfort
3. I have extreme pain or discomfort
4. Prefer not to say

E. Anxiety/Depression

1. I am not anxious or depressed
2. I am moderately anxious or depressed
3. I am extremely anxious or depressed
4. Prefer not to say

IF FACE-TO-FACE

Read out: I am now going to hand over the survey to you, and I'd like you to complete the following questions about your thoughts and feelings in the past two weeks. There are 14 statements altogether. The aim of this is to find out about local people's feelings in general. Your responses will not be linked back to you, remaining anonymous when the survey findings are reported.

Before this, however, I would like you to do a quick task to get you used to the computer. This will require you to answer a simple question, getting you used to clicking the box, and then moving to the next page.

IF RESPONDENT REFUSES TO SELF-COMPLETE SKIP QUESTIONS

ASK IF FACE-TO-FACE

Q. What is your favourite colour? SELECT ONE OPTION BY CLICKING THE BOX

1. Red
2. Blue
3. Green
4. Yellow
5. Black
6. White
7. Pink
8. Brown
9. Grey
10. Purple
11. Orange
12. Gold
13. Silver
14. Other



Don't know

ASK ALL – SELF COMPLETION

Q35. Below are some statements about feelings and thoughts.

Please select the answer that best describes your experience of each over the last 2 weeks

Options:

- A. I've been feeling optimistic about the future
- B. I've been feeling useful
- C. I've been feeling relaxed
- D. I've been feeling interested in other people
- E. I've had energy to spare
- F. I've been dealing with problems well
- G. I've been thinking clearly
- H. I've been feeling good about myself
- I. I've been feeling close to other people
- J. I've been feeling confident
- K. I've been able to make up my own mind about things
- L. I've been feeling loved
- M. I've been interested in new things
- N. I've been feeling cheerful

Response codes:

- 1. None of the time
- 2. Rarely
- 3. Some of the time
- 4. Often
- 5. All of the time
- 6. Prefer not to say

ASK ALL – SELF COMPLETION

Q36. On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied:

- A. 'Overall, how satisfied are you with your life nowadays?'
- B. 'Overall, to what extent do you feel that the things you do in your life are worthwhile?'
- C. 'Overall, how happy did you feel yesterday?'
- D. 'Overall, how anxious did you feel yesterday?'

Scale 0 Not at all to 10 Completely and Prefer not to say

PLEASE NOW HAND BACK THE COMPUTER TO THE INTERVIEWER.

ASK ALL

Q37. Have you ever smoked regularly? (MULTICODE FOR YES)

- 1. Yes
- 2. Yes – e-cigarettes
- 3. No
- 4. Prefer not to say

ASK IF Q37 = YES

Q38. Do you smoke at all nowadays? (MULTICODE FOR YES)

- 1. Yes
- 2. Yes – e-cigarettes
- 3. No



4. Prefer not to say

ASK ALL

Q39. How many days in a typical week do you drink alcohol? (SINGLE CODE)

1. None
2. 1
3. 2
4. 3
5. 4
6. 5
7. 6
8. 7
9. Prefer not to say

ASK IF Q39 = 1 TO 7 OR PNTS (Codes 2 to 9)

Q40. What is your average weekly alcohol intake? One unit of alcohol is found in a single small measure (25ml) of spirit or half a pint of normal strength lager, beer or cider. A small glass (125ml) of wine is 1.5 units.

RECORD NUMERIC 0 TO 99 __ __ units

Prefer not to say

ASK ALL

Q41. Now we would like to ask you about vigorous physical activity. This is activity that makes you breath hard and makes it difficult to talk without pausing for breath. It can include running, fast swimming, cycling fast or uphill.

In a typical week, on how many days do you do vigorous physical activity for at least 10 minutes continuously?

1. **None**
2. **1**
3. **2**
4. **3**
5. **4**
6. **5**
7. **6**
8. **7**
9. **Don't know/Prefer not to say**

ASK IF Q41 = MORE THAN NONE

Q42. How much time do you spend doing vigorous physical activity on a typical week?

(hours/minutes)

Don't know/Prefer not to say

ASK ALL

Q43. Over the past three months, have you seen any of the following people through social services or the NHS because of any condition you have or other health reasons? Please note this includes phone consultations and online visits (MULTICODE) [SHOWCARD 25 – FOR F2F]

1. a health visitor
2. a social worker
3. a physiotherapist
4. an occupational therapist
5. a psychologist
6. a counsellor
95. some other person (please specify)



- 96. none of these
- 97. Prefer not to say

ASK FOR EACH CODED AT Q43

A. Please specify how many times have you seen them in the past 3 months? WRITE IN NUMBER.

Don't know/Prefer not to say

ASK ALL

Q44. During the last 12 months, was there a time when, because of lack of money or other resources: [FOR FACE-TO-FACE MOVE TO AFTER Q36 AND SELF COMPLETE]

Options:

- A. You were worried you would not have enough food to eat?
- B. You were unable to eat healthy and nutritious food?
- C. You ate only a few kinds of foods?
- D. You had to skip a meal?
- E. You ate less than you thought you should?
- F. Your household ran out of food?
- G. You were hungry but did not eat?
- H. You went without eating for a whole day?

Response codes

- 1. Yes
- 2. No
- 3. Prefer not to say

DIGITAL

ASK ALL

Q45. What type of mobile phone do you use? (MULTICODE)

- 1. Touchscreen / smartphone (e.g. iPhone, Samsung galaxy)
- 2. A basic button phone
- 3. None
- 4. Prefer not to say

ASK ALL

Q46. Does your household have access to the internet from home?

- 1. Yes
- 2. No
- 3. don't know if the household has access

ASK IF Q46 = YES

Q47. At home, how do you connect to the internet? (SINGLE CODE) [SHOWCARD 26 – FOR F2F]

- 1. Fixed broadband
- 2. Mobile broadband
- 3. Satellite broadband
- 4. Other (please specify)
- 5. Don't know



ASK ALL

Q48.

- A. Firstly, I would like you to tell me how many of each of the following devices does your household own or have regular use of at home? WRITE IN NUMBER FOR EACH [SHOWCARD 27 – FOR F2F]**
- B. Secondly, how often do you access the internet, either at home, work or elsewhere on a... (SINGLE CODE FOR EACH) [SHOWCARD 28 – FOR F2F]**

Options

- A. Mobile phone/smartphone**
- B. Desktop computer/laptop**
- C. Tablet computer (e.g. Ipad)**
- D. Voice controlled personal assistant (where you can use your voice to control other devices e.g. Amazon Echo, Google Home)**
- E. Smart TV (a TV where you can access online content e.g. Netflix)**
- F. Games console (e.g. Xbox 360)**
- G. Do you access the internet in any other way? Yes/No [IF YES: specify] AND QUANTIFY**

Response codes

- 1. Every day,
- 2. Every 2-3 days,
- 3. Every 4-5 days,
- 4. About once a week,
- 5. Every 2-3 weeks,
- 6. About once a month,
- 7. Less often than once a month,
- 8. Never

ONLINE – ASK ALL : F-2-F - ASK IF Q48B OPTIONS A TO F = 1 TO 7 (I.E DO NOT ASK QUESTION IF NEVER TO ALL OPTIONS)

Q49. Please let me know which of the following ways you use to access the internet? (MULTICODE) [SHOWCARD 29 – FOR F2F]

- 1. Home broadband using a PC
- 2. A smartphone or tablet whilst out and about
- 3. Home broadband using a tablet or iPad
- 4. Other public space with free WiFi
- 5. Work
- 6. Television
- 7. A local library
- 8. Paid-for internet cafes
- 9. Other (please specify)
- 10. Don't know

ONLINE – ASK ALL : F-2-F - ASK IF Q48B OPTIONS A TO F = 1 TO 7 (I.E DO NOT ASK QUESTION IF NEVER TO ALL OPTIONS)

Q50. How confident are you using the internet to do each of the following things? (SINGLE CODE FOR EACH) [SHOWCARD 30 – FOR F2F]

- A. Email**
- B. Finding general information**
- C. Shopping**
- D. Social Networking**
- E. Paying Bills**



- F. Maps and Directions
- G. Booking leisure activities (e.g. holidays, tickets for events etc.)
- H. Internet banking
- I. Finding information about Central Government services such as benefits, taxes a driving licence or passport
- J. Paying for a Central Government service such as income tax, TV license fee, or car's tax disc
- K. Communicating (Skype, Facetime etc.)
- L. Watching films/TV/Video Clips
- M. Work-related activities
- N. Reporting problems (e.g. fly tipping)
- O. Using online community forums either through giving advice or searching for answers to problems

Response codes:

- 1. Very confident
- 2. Fairly confident
- 3. Not very confident
- 4. Not at all confident
- 5. Have never used the internet for this
- 6. Don't know

FOR THOSE WHO ACCESS THE INTERNET - ONLINE – ASK ALL : F-2-F - ASK IF Q48B OPTIONS A TO F = 1 TO 7 (I.E DO NOT ASK QUESTION IF NEVER TO ALL OPTIONS)

Q51. Thinking about the INFORMATION you are sometimes asked to put online, how COMFORTABLE are you in providing the following types of information online? (SINGLE CODE FOR EACH) [SHOWCARD 31 – FOR F2F]

Options

- A. Your postal address
- B. Your age
- C. Your phone number
- D. Your credit or debit card number
- E. A picture where your face is clearly visible

Response codes

- 1. Not comfortable at all,
- 2. Not very comfortable,
- 3. Fairly comfortable
- 4. Very comfortable
- 5. Don't know

FOR THOSE WHO ACCESS THE INTERNET - ONLINE – ASK ALL : F-2-F - ASK IF Q48B OPTIONS A TO F = 1 TO 7 (I.E DO NOT ASK QUESTION IF NEVER TO ALL OPTIONS)

Q52. How comfortable are you for companies to use information about you for targeted advertising? This is where advertising, for example, focuses on specific traits, interests or preferences. (SINGLE) [SHOWCARD 32 – FOR F2F]

Response codes

- 1. Not comfortable at all
- 2. Not very comfortable
- 3. Fairly comfortable
- 4. Very comfortable
- 5. Don't know



ONLINE – ASK ALL : F-2-F - ASK IF Q48B OPTIONS A TO F = 1 TO 7 (I.E DO NOT ASK QUESTION IF NEVER TO ALL OPTIONS)

Q53. Have you ever used the [Lancaster City/Blackburn with Darwen Borough] Council website (www.lancaster.gov.uk/www.blackburn.gov.uk)? (SINGLE)

1. Yes
2. No
3. Don't know

ASK IF HAVE USED WEBSITE Q53 = YES

Q54. Which of the following, have you used the [Lancaster City/Blackburn with Darwen Borough] Council website for? (MULTIPLE) [SHOWCARD 33 – FOR F2F]

1. Finding information about Council services such as refuse collection, social care and libraries
2. Making a payment to the Council such as Council Tax or Rent
3. Looking up information or news
4. Reporting a problem
5. Applying for something (e.g. a school place or a business licence)
6. Finding out about events and what's on in my local area
7. Finding information about benefit claims (Council Tax Support and Housing Benefit)
8. Using the 24-hour online library (renewing/ordering books etc.)
9. Downloading e-books
95. Other, please specify
96. Don't know

ASK THOSE WHO DO NOT ACCESS THE INTERNET – ONLINE – DO NOT ASK : F-2-F - ASK IF Q48B OPTIONS A TO F = 8 (I.E NEVER TO ALL OPTIONS)

Q55. Here are a number of REASONS that some people give to explain why they don't go online. Could you tell me which of these reasons apply to you? [SHOWCARD 34 – FOR F2F]

1. I am just not interested
2. I have no connection available where I live or where I work
3. I have no computer available
4. It's too difficult to use
5. It's not useful
6. It's too expensive
7. I am worried about my privacy
8. I worry about bad experiences with SPAM or viruses
9. I do not have enough time
10. There's nothing of interest online
11. Do not yet know how to use the Internet
12. It is too time consuming
13. It's not for people of my age
14. It's not for people like me
15. I worry about being conned or having money stolen
16. I worry about having my personal details stolen
17. None of the above
18. Don't know



ASK ALL

Q56. Where do you find news or information about things happening in your local area? [SHOWCARD 35 – FOR F2F]

1. Council website
2. Printed information provided by the council (e.g. leaflets, flyers, public notices)
3. Council texts, emails and e-newsletters
4. Council's social media sites (e.g. Facebook, Twitter, YouTube)
5. Social media outside the council (e.g. Facebook, Twitter, YouTube)
6. Advertising on billboards/buses etc.
7. Local media (e.g. newspapers, TV, radio)
8. Word of mouth (e.g. friends, neighbours, relations)
9. Do not find out any information
10. Other (please specify)

DEMOGRAPHICS

READ OUT: Finally, we've got a few questions about you; these are just to make sure we have covered a representative cross section of people living in the area. Again, we recognise that you might consider some of these questions to be personal or sensitive in which case you are free not to answer them. The information you provide will be used for the sole purpose of making sure we understand the views of different groups of residents.

ASK ALL

Q57. Have you ever been diagnosed with a learning disability? (SINGLE CODE)

1. Yes
2. No

ASK IF BEEN DIAGNOSED WITH LEARNING DISABILITY Q57 = Yes

Q58. What learning disability have you been diagnosed with?

RECORD VERBATIM

Prefer not to say

ASK ALL

Q59. Which of the following best describes your sexual orientation? (SINGLE CODE) [SHOWCARD 36 – FOR F2F – INCLUDE LETTERS SO RESPONDENT CAN SAY A LETTER]

1. Straight/Heterosexual
2. Gay or Lesbian
3. Bisexual
4. Other sexual orientation
5. Prefer not to say

ASK ALL

Q60. Including yourself, how many adults aged 18 or over usually live here?

RECORD NUMERIC

Prefer not to say



ASK ALL

Q61. How many children [people] aged 17 or under usually live here?

RECORD NUMERIC

Prefer not to say

ASK ALL

Q62. What is your ethnic group? (SINGLE CODE) [SHOWCARD 37 – FOR F2F]

White

1. English, Welsh, Scottish, Northern Irish or British
2. Irish
3. Gypsy or Irish Traveller
4. Roma
5. Any other White background

Asian or Asian British

6. Indian
7. Pakistani
8. Bangladeshi
9. Chinese
10. Any other Asian background

Black, Black British, Caribbean or African

11. African
12. Caribbean
13. Any other Black background

Mixed or Multiple ethnic groups

14. White and Black Caribbean
15. White and Black African
16. White and Asian
17. Any other mixed background

Other ethnic group

18. Arab
19. Other
20. Prefer not to say

ASK ALL

Q63. Does your household own or rent this accommodation? (SINGLE CODE)

1. Owns outright
2. Owns with a mortgage or loan
3. Part-owns and part-rents (shared ownership)
4. Rents (with or without housing benefit)
5. Lives here rent-free
6. Prefer not to say

ASK IF RENT (Q63 = CODES 3 OR 4)

Q64. Who is your landlord? (SINGLE CODE) [SHOWCARD 38 – FOR F2F]

1. Housing association, housing co-operative, charitable trust, registered social landlord
2. Council or local authority
3. Private landlord or letting agency
4. Employer of a household member
5. Relative or friend of a household member
6. Other
7. Prefer not to say





ASK ALL / IF CAPI – INTERVIEWER TO CODE

Q65. What type of property do you live in? (SINGLE CODE)

A whole house that is:

1. Detached
2. Semi detached
3. Terraced or end terraced

A bungalow that is:

4. Detached
5. Semi detached

A flat, maisonette or apartment that is:

6. In a purpose-built block of flats or tenement
7. Part of a converted or shared house (including bedsits)
8. In a commercial building (for example in an office building, hotel, or over a shop)

A mobile or temporary structure:

9. A caravan or other mobile or temporary structure

Other

Prefer not to say (for online only)

ASK ALL

Q66. How long have you lived in ... ? [SHOWCARD 39 – FOR F2F]

Options

- A. Your local area
- B. Your Council area [– Lancaster or Blackburn with Darwen] (**ONLY ASK IF A IS 1 TO 8 – IF A = CODE 9 AUTOMATICALLY CODE B & C**)
- C. The United Kingdom (**ONLY ASK IF A AND B IS 1 TO 8 – IF B = CODE 9 AUTOMATICALLY CODE C**)

Response codes

1. Less than 3 months
2. 3-12 months
3. 1 to 2 years
4. 3 to 5 years
5. 6 to 10 years
6. 11 to 15 years
7. 16 to 20 years
8. More than 20 years
9. Always lived here
10. Prefer not to say

ASK ALL

Q67. Which of the following income brackets best represents your household income, before tax deductions for income tax, National Insurance etc? (SINGLE CODE) [SHOWCARD 40 – FOR F2F WITH LETTERS ON SO RESPONDENT CAN SAY LETTER]

1. Less than £5,000
2. £5,000-£9,999
3. £10,000-£14,999
4. £15,000-£19,999
5. £20,000-£24,999
6. £25,000-£29,999
7. £30,000-£34,999
8. £35,000-£39,999
9. £40,000-£44,999
10. £45,000-£49,999
11. £50,000-£59,999



12. £60,000-£69,999
13. £70,000-£84,999
14. £85,000-£99,999
15. More than £100,000
16. Prefer not to say

ASK ALL

Q68. Which of these phrases comes closest to describing your feelings about your household income these days? (SINGLE CODE) [SHOWCARD 41 – FOR F2F WITH LETTERS ON SO RESPONDENT CAN SAY LETTER]

1. Finding it very difficult on present income
2. Finding it difficult on present income
3. Coping on present income
4. Living comfortably on present income
5. Prefer not to say

ASK ALL

Q69. What is the highest level of educational qualification you have received? [SHOWCARD 42 – FOR F2F]

1. PHD/Doctor
2. Masters
3. Bachelor's Degree or equivalent (Such as a NVQ level 5)
4. Higher education (Such as a HND or a NVQ level 4)
5. A level or equivalent (Such as Scottish Highers or NVQ level 3)
6. GCSE and below (Such as O level or an RSA Diploma)
7. Other qualifications (Such as NVQ level 1)
8. No qualifications
9. Prefer not to say

ASK ALL

Q70. What is your current employment status? [SHOWCARD 43 – FOR F2F]

1. Full time paid job (31+ hours)
2. Part time paid job (<31 hours)
3. Doing paid work on a self-employed basis or within your own business
4. Studying at school or college
5. Studying at university
6. Taking part in a training programme eg traineeship or apprenticeship
7. Out of work (6 months of less)
8. Out of work (more than 6 months)
9. Looking after home/homemaker
10. Retired
11. Not in work due to ill health or disability
12. Unpaid work for a business, community or voluntary organisation
13. Prefer not to say

ASK IF CURRENTLY WORKING – Q70 = CODES 1 TO 3

Q71. In your main job, how many hours a week do you usually work? [SHOWCARD 44 – FOR F2F]

1. 0 to 15
2. 16 to 30
3. 31 to 48
4. 49 or more
5. Prefer not to say



ASK IF CURRENTLY WORKING – Q70 = CODES 1 TO 3

Q72. What type of employment contract do you have? [SHOWCARD 45 – FOR F2F]

1. An indefinite contract
2. A fixed term contract
3. A temporary employment agency contract
4. An apprenticeship or other training scheme
5. No contract
6. Other
7. Prefer not to say

ASK IF CURRENTLY WORKING – Q70 = CODES 1 TO 3

Q73. Which industry do you work in? [SHOWCARD 46 – FOR F2F]

1. Agriculture/farming, Forestry or Fishing
2. Mining or quarrying
3. Manufacturing
4. Utilities/energy/gas/electricity/water supply/sewerage or waste management
5. Construction
6. Wholesale or retail; repair of motor vehicles and motorcycles
7. Hospitality hotels, bar, restaurant, catering
8. Transportation, logistics, distribution or storage
9. Information or communication inc. IT, technology
10. Financial or business services inc banking, insurance, estate agents,
11. Professional, scientific or technical activities e.g. laboratories, vets,
12. Administration or support services e.g. recruitment, call centre, cleaning
13. Public services/administration or defence; inc local & national government
14. Education
15. Health or social work activities
16. Arts, entertainment or leisure/recreation, inc. theatre, museums
17. Other service activities inc, hair, beauty, personal services, repair services or membership organisations
18. Other, please specify
19. Prefer not to say

Q74. ASK IF CURRENTLY WORKING – Q70 = CODES 1 TO 3

1. How many days per week do you currently work from home? **PLEASE WRITE IN**
2. How many days per week did you work from home prior to COVID? **PLEASE WRITE IN**
3. How many days per week do you plan to work from home in the future? **Please write in (INCLUDE DON'T KNOW OPTION)**

ASK ALL

Q75. What is your religion? [SHOWCARD 47 – FOR F2F]

1. No religion
2. Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
3. Buddhist
4. Hindu
5. Jewish
6. Muslim
7. Sikh
8. Any other religion, please specify
9. Prefer not to say



ASK ALL

Q76. Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age? Exclude anything you do as part of your paid employment. [SHOWCARD 48 – FOR F2F]

1. No
2. Yes, 9 hours a week or less
3. Yes, 10 to 19 hours a week
4. Yes, 20 to 34 hours a week
5. Yes, 35 to 49 hours a week
6. Yes, 50 or more hours a week
7. Prefer not to say

WRAP UP QUESTIONS

Q77. Would you like the opportunity to be entered into a thank you prize to win one of 3 x £500 shopping vouchers on the basis of these terms and conditions.

- a) The prize draw is operated by BMG Research with winners picked at random from those who enter.
- b) You acknowledge that the proposed prize cannot be swapped for any cash sum amount.
- c) You must enter no later than 23:59 on Sunday 8th August. **(ONLINE ONLY)**
- d) BMG Research will notify the winner by the end of September 2021.
- e) BMG Research need your first name, surname and either a contact telephone number or email address. Any details provided will only be used to administer the prize draw and kept confidential, except that the winner's first name only will be published on the BMG Research website during October 2021.

Yes, I do wish to enter and agree to the terms stated above

No, I do not wish to enter

ASK IF Q77 = Yes

Please enter your first name and surname then either a contact number or email address? These will be handled as stated in the terms and conditions on the previous page.

FIRST NAME:

SURNAME:

CONTACT NUMBER:

E-MAIL ADDRESS:

Q78. For analysis purposes only, we would like to share your postcode along with your responses in order that Lancaster University and their data partners (Connected Places Catapult) can undertake further analysis based on postcode. This information will not be used for any other purpose and this information will not be used to identify individuals. Please can you confirm you are happy for your full postcode to be shared with your responses?

Yes/No

THANK AND CLOSE



FACE-TO-FACE – Please hand out BMG thank you leaflet and ensure all respondents who have completed a survey also have a copy of the letter of authority.

ONLINE – Once respondent has submitted survey please take respondent to page on Imagination Lancaster’s web page about the Life Survey instead of the BMG Research homepage

Partners & Funding

ImaginationLancaster

ImaginationLancaster is Lancaster University's interdisciplinary design and architecture research lab. In 2019 ImaginationLancaster was awarded £13.2m for a multi-year project titled Beyond Imagination. Funded by Research England and Lancaster University, Beyond Imagination explores and demonstrates how cutting edge design research can create a healthier, more prosperous and sustainable world.

<http://imagination.lancaster.ac.uk>

Data Science Institute

Lancaster University’s Data Science Institute (DSI) supports interdisciplinary data intensive research across the University, with core themes of: foundations, health, environment, society. It has 155 academic members from 19 depts and works with business, government and third sector partners. Current member activities include work understanding the needs of looked after children, links between the quality of the urban environment and health as well as projects in cyber security.

<https://www.lancaster.ac.uk/dsi/>

Blackburn with Darwen Council

Blackburn with Darwen is a semi-rural unitary borough located in the south east of Lancashire. It has compact urban areas predominately located around the towns of Blackburn and Darwen, surrounded by countryside. These contrasting areas include some of most and least deprived in England. The current corporate plan has the aim of enabling borough residents to achieve a good quality of life in a vibrant and thriving place, with strong community values, in an inclusive society.

<https://blackburn.gov.uk>

Lancaster City Council

The Lancaster district includes diverse and attractive city, coast and countryside locales. Lancaster City Council’s vision is for the district to thrive as a vibrant regional centre in the north west of England. In December 2021 the council set out its four priorities for 2030, along with strategies for how these can be achieved: A Sustainable District, An Inclusive and Prosperous Local Economy, Healthy and Happy Communities and A Co-operative, Kind and Responsible Council.

<https://www.lancaster.gov.uk>

Connected Places Catapult

Connected Places Catapult is the UK’s Innovation Accelerator for cities, transport and places. We provide impartial ‘innovation as a service’ for mobility and built environment businesses, infrastructure providers and public institutions to catalyse step-change improvements in the way people live, work and travel. We help develop, implement and commercialise the latest technology and innovation for existing markets, as well as create demand and grow new markets in the UK and globally.

<https://cp.catapult.org.uk>

BMG Research

Established since 1988, we have more than 30 years’ experience of working with our clients to build and deepen our understanding of changing and ever more complex markets, people and society. We work with our clients to fully understand the challenges faced by their organisations, identify priorities for action, and evaluate the impact of change.

<https://www.bmgresearch.co.uk/>

Research England



We are responsible for funding and engaging with English higher education providers to create and sustain the conditions for a healthy and dynamic research and knowledge exchange system in the higher education sector.
<https://www.ukri.org/councils/research-england/>

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imagination.lancaster.ac.uk

ImaginationLancaster

LICA Building

Lancaster University

Lancaster

Lancashire

United Kingdom

LA1 4YW

Email: imagination@lancaster.ac.uk

Twitter: @ImaginationLanc

