



## **Life in Wyre task group Agenda**

**Wyre Borough Council**  
**Date of Publication: Date Not Specified**  
**Please ask for : Peter Foulsham**  
**Democratic Services**  
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### **Life in Wyre task group meeting on Thursday, 5 October 2017 at 6.00 pm in the Civic Centre, Poulton-le-Fylde**

**1. Apologies for absence**

**2. Declarations of Interest**

Members will disclose any pecuniary and any other significant interests they may have in relation to the matters to be considered at this meeting.

**3. Notes of last meeting**

To confirm as a correct record the notes of the meeting of the Life in Wyre task group held on 1 August 2017.

**4. Other resident surveys in Lancashire - comparative information** (Pages 1 - 2)

Peter Foulsham will present comparative information about resident surveys from other Lancashire councils (see attached).

Members of the task group will have an opportunity to discuss the information and the possible implications, if any, for Wyre.

**5. Life in Wyre resident survey - a critical review** (Pages 3 - 12)

Councillor Emma Ellison has carried out a detailed review of the current Life in Wyre resident survey form and will present her findings to the task group (attached).

**6. Next Steps**

Councillors will agree the next steps to be taken by the task group. Depending on what other issues are identified by members, this could include discussion about the task group's emerging conclusions and recommendations.

**7. Date and time of next meeting**

To be agreed, if necessary.

## Resident Surveys in Lancashire - a summary

Item 4

Council	Survey - type and frequency	Additional information
Blackpool	Household telephone survey last conducted in 2014	Random sample, many of the traditional satisfaction questions
Burnley	Annual satisfaction survey	Combination of Citizens' Panel and online survey
Chorley	Bi-annual resident satisfaction survey. Last one 2015	Very similar to our survey; 8 pages, 28 questions. No CCG input.
Fyde	Ongoing online resident satisfaction survey	Last available results are from 2015
Lancashire County Council		No longer tracks satisfaction or has a Life in Lancashire panel
Lancaster	Street-based residents survey a couple of years ago	Not done anything recently but looking at it again now
Pendle	Bi-annual perception survey; combination of Citizens' Panel and online survey, but also some shorter street interviews and focus group with young people	
Preston	Issue-based consultation panel	
Ribble Valley	Bi-annual satisfaction survey	Combination of Citizens' Panel and online survey
Rossendale	Ran a residents' survey last year which included some satisfaction questions	More of a consultation relating to their business plan including open-access online and paper options
South Ribble	Not carried out a resident survey for many years	Following recent difficulties the LGA commissioned a survey of 550 residents in Jan/Feb 2017. 19 questions covering very similar subjects to Wyre
West Lancs	Annual Citizen and Stakeholder survey; random postal sample	Occasionally run a policy option survey as well

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## Life in Wyre Resident Survey 2016

### Review of survey document

#### Q1 – Q7

- i. These questions seem unnecessarily repetitive.
- ii. The content and format of these questions is inconsistent.
- iii. A number of the issues listed are beyond the immediate influence of Wyre or any other council (e.g. wage levels, cost of living, pubs/restaurants/cafes). It could imply that Wyre Council is responsible for a number of things that it is not.
- iv. Is it really possible to say whether 'activities for your people' is any more or less important than, say, 'clean streets' (Q1)?
- v. These questions could more simply be designed to address the question, "which services are you not satisfied with?" which would be a clear indication to the Council about issues or perceptions that need to be improved.
- vi. Does Q5 really add anything of value? Surely the Council already knows where the hotspot areas are for these problems?

#### Q8

- i. The purpose of including this question is not clear.

#### Q10 – Q14

- i. These questions seem unnecessarily complicated.
- ii. Is the key to this not simply, "How would you like Wyre Council to contact you?"

#### Q 15 – Q17

- i. The year-on-year trend for responses to these questions would be helpful and could help inform a campaign on promoting democracy in Wyre.

#### Q19 – Q20

- i. Presumably these questions are being used as a link between the Council's services and the CCG, although it is not clear.

#### Q21 – Q35

- i. These questions are very much focused on where and how to access health services, with an emphasis on digital transformation.
- ii. The content of these questions is a matter for the CCG.
- iii. Is the inclusion of this section confusing to residents who think they are responding to questions about the Council's services?
- iv. The question for the Council is whether there is value in continuing to allocate almost half the resident survey to the CCG. Is it useful in shaping services or does it simply provide statistics to be quoted at a later date?

Concluding comments and questions

On the whole, a survey of residents is a useful thing to do for a number of reasons - engaging, listening to residents, prioritising service improvements, for example.

On the whole the survey as it stands addresses the most salient issues.

The survey feels repetitive – can duplication be reduced?

Is the survey too long? Anecdotal evidence suggests that it is, but there are other councils who also use a similar format of a similar length (e.g Chorley, Burnley).

Should the CCG's participation be questioned or supported?

Does the CCG contribute an appropriate (proportionate) amount to the overall cost?

Should officers be invited to review the whole survey document in the light of the task group's comments (a possible recommendation from the task group)?

Councillor Emma Ellison

16 August 2017

Life in Wyre – Item 5 – 5 October

# Life in Wyre 2016



## Wyre - a good place to live?

We would be grateful if you could spare 15 minutes to complete this survey. Your feedback will help us make Wyre a better place to live. If you run out of space when leaving comments please attach a separate sheet.

Alternatively you can fill this in quickly and easily online at [www.wyre.gov.uk/lifeinwyre?](http://www.wyre.gov.uk/lifeinwyre?)

### Living in Wyre

**Q1 How important, if at all, are each of the following in making where you live a good place?** PLEASE TICK ONE BOX PER ROW

	Very important	Fairly important	Not very important	Not at all important	Don't know
Access to promenades and beaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to countryside and green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to parks and playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decent affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (such as theatres, community events)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pubs/ restaurants / cafes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low crime levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe roads and pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and cost of living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Designated cycling pathways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling part of your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2 Overall, how satisfied or dissatisfied are you with where you live?** PLEASE TICK ONE BOX ONLY

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Neither satisfied nor dissatisfied	<input type="checkbox"/> Very dissatisfied
<input type="checkbox"/> Satisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Don't know

**Q3 Which of these, if any, do you feel most need improving where you live? PLEASE SELECT UP TO A MAXIMUM OF 5 OPTIONS**

<input type="checkbox"/> Access to promenades and beaches	<input type="checkbox"/> Health services
<input type="checkbox"/> Access to countryside and green spaces	<input type="checkbox"/> Job opportunities
<input type="checkbox"/> Access to parks and playgrounds	<input type="checkbox"/> Low crime levels
<input type="checkbox"/> Activities for young people	<input type="checkbox"/> Level of traffic congestion
<input type="checkbox"/> Activities for older people	<input type="checkbox"/> Availability of public transport
<input type="checkbox"/> Decent affordable housing	<input type="checkbox"/> Safe roads and pavements
<input type="checkbox"/> Clean streets	<input type="checkbox"/> Sport and leisure facilities
<input type="checkbox"/> Cultural facilities (such as theatres, community events)	<input type="checkbox"/> Wage levels and cost of living
<input type="checkbox"/> Pubs/ restaurants / cafes	<input type="checkbox"/> Designated cycling pathways
<input type="checkbox"/> Shopping facilities	<input type="checkbox"/> Feeling part of your community
<input type="checkbox"/> Education provision	<input type="checkbox"/> Other

Other, please state

**Q4 Please explain your choices in Q3.**

**Q5 Thinking about where you live, how much of a problem, if at all, do you think each of the following are? PLEASE TICK ONE BOX PER ROW**

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion / don't know
Noisy/ inconsiderate neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance and rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol related anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter and fly-tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling/ irresponsible dog owners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Empty homes/ derelict sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q6 What one thing, if anything, would improve the area where you live?**



**Q7 How satisfied or dissatisfied are you with each of the following services / facilities provided by Wyre Council?** PLEASE TICK ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dis satisfied	Very dis satisfied	Never used
Keeping public land/ streets clear of litter and fly-tipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling dog fouling/ irresponsible owners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste and recycling collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promenade and beach maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Countryside activities - such as health walks, walking festival	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community events - outdoor and indoor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response from our customer contact centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marine Hall and Thornton Little Theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local markets (Fleetwood and Poulton)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Based on the 2016/17 council tax rate on a band D property, the overall cost for Wyre Council's services to you are **50p per day** which provides in excess of 120 local services and facilities.

**Q8 To what extent do you agree or disagree that 50p a day for the services and facilities, including the above, is value for money?** PLEASE TICK ONE BOX ONLY

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Tend to agree  | <input type="checkbox"/> Tend to disagree           | <input type="checkbox"/> Don't know        |

**Q9 Would you say that the council responds to its residents' needs?** PLEASE TICK ONE BOX ONLY

- |  |  |                                     |
|--|--|-------------------------------------|
| <input type="checkbox"/> A great deal  | <input type="checkbox"/> Not very much | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> A fair amount | <input type="checkbox"/> Not at all    |                                     |

**Q10 How well informed do you think Wyre Council keeps residents about its services?** PLEASE TICK ONE BOX PER ROW

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
Overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Via social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Via Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Via E-Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Via Wyre Voice residents' magazine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Via local media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q11 How would you prefer to receive information about the council?** PLEASE TICK ALL BOXES THAT APPLY

<input type="checkbox"/> Local newspaper	<input type="checkbox"/> Local borough councillor	<input type="checkbox"/> Twitter
<input type="checkbox"/> Local radio	<input type="checkbox"/> Local town/ parish councillor	<input type="checkbox"/> Instagram
<input type="checkbox"/> Wyre Voice residents' magazine	<input type="checkbox"/> Text messaging	<input type="checkbox"/> YouTube
<input type="checkbox"/> Council website	<input type="checkbox"/> Council e-newsletter	<input type="checkbox"/> Community meetings
<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Facebook	<input type="checkbox"/> Other

Other, please state

**Q12 It is more efficient and economical to contact residents electronically. If you would like to receive information electronically please tick the relevant boxes and provide your email address below. You can also sign up for more information via [wyre.gov.uk/register](http://wyre.gov.uk/register)** PLEASE TICK ALL BOXES THAT APPLY

<input type="checkbox"/> Council's e-newsletter	<input type="checkbox"/> Wyre theatres	<input type="checkbox"/> Discover Wyre (visitor information)
<input type="checkbox"/> Wyre markets	<input type="checkbox"/> Volunteering	<input type="checkbox"/> Consultations

Please provide your email address

**Q13 Have you contacted the council in the last 12 months...?** PLEASE TICK ALL BOXES THAT APPLY

<input type="checkbox"/> ...Online	<input type="checkbox"/> ...By phone	<input type="checkbox"/> ...Not contacted the Council in the last 12 months (PLEASE GO TO Q15)
<input type="checkbox"/> ...In person	<input type="checkbox"/> ...By post	

**Q14 If you have contacted us in the past 12 months, how was your experience?**

## Your Local Councillors

**Q15 Do you know who your local councillor(s) is/are?** PLEASE TICK ONE BOX PER ROW

	Yes	No
Wyre borough councillor	<input type="checkbox"/>	<input type="checkbox"/>
Town/ parish councillor	<input type="checkbox"/>	<input type="checkbox"/>

**Q16 Have you ever contacted your local...?** PLEASE TICK ALL BOXES THAT APPLY

<input type="checkbox"/> ...Wyre borough councillor	<input type="checkbox"/> ...Town/ parish councillor	<input type="checkbox"/> Neither
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**Q17 If you have contacted your local councillor in the past year, did you receive a response?** PLEASE TICK ONE BOX PER ROW

	Yes	No	N/A
Wyre borough councillor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town/ parish councillor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Getting Involved in Your Area

Over 200 people are actively involved in their communities through the Wyre Council volunteer service. The council supports a range of volunteer opportunities such as Rossall Point in Fleetwood, monitoring CCTV, gardening and horticultural projects, theatre and event support.

**Q18 If you would like information on any of the opportunities please provide your email address or phone number below. To find out more please visit [www.wyre.gov.uk/volunteering](http://www.wyre.gov.uk/volunteering)**

## Your Health and Wellbeing

**Q19 If any, which of the following have the biggest negative impact on your health and wellbeing?** PLEASE TICK UP TO 3 BOXES

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Lack of physical activity | <input type="checkbox"/> Poor access to health services | <input type="checkbox"/> Poor environment    |
| <input type="checkbox"/> Stress                    | <input type="checkbox"/> Lack of money                  | <input type="checkbox"/> Smoking             |
| <input type="checkbox"/> Loneliness                | <input type="checkbox"/> Poor diet/nutrition            | <input type="checkbox"/> Alcohol/ drugs      |
| <input type="checkbox"/> Housing issues            | <input type="checkbox"/> Lack of education/skills/job   | <input type="checkbox"/> Parental issues     |
| <input type="checkbox"/> Heating bills/cold home   | <input type="checkbox"/> Caring responsibilities        | <input type="checkbox"/> Relationship issues |

Other, please state

**Q20 Thinking about the previous list, what one action would you want to take to improve your living environment/ lifestyle.**

## Community-Based Health Services

NHS Fylde and Wyre Clinical Commissioning Group (CCG) is responsible for planning and buying healthcare services locally, including GP practices, hospital care, community care and mental health.

**Q21 How much, if anything, would you say you knew about NHS Fylde and Wyre CCG before today?** PLEASE TICK ONE BOX ONLY

- A great deal     
  Fair amount     
  A little     
  Never heard of

**Q22 Do you think the NHS in your local area is in need of...?** PLEASE TICK ONE BOX ONLY

- No improvement     
  A fair amount of improvement     
  A lot of improvement  
 A little improvement     
  Don't know

**Q23 Please tell us the reasons for your answer.**

**Q24 Is this based on...?** PLEASE TICK ONE BOX ONLY

- Your own personal experience     
  Something you have seen or heard in the media  
 Something you have seen or heard from family or friends     
  Something else

**Q25 To what extent do you agree or disagree with the following statements?** PLEASE TICK ONE BOX PER ROW

	Strongly agree	Tend to agree	Neither/ nor	Tend to disagree	Strongly disagree	Don't know
I have opportunities to have my say about local health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My views on local health services are listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am aware that my GP Practice has a Patient Participation Group that I can join	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NHS Fylde and Wyre CCG is looking at ways to improve access to services for minor injuries and ailments. It also wants to make sure that people are signposted to the most appropriate advice or treatment service for their health needs.

**Q26 Where would you choose to go for minor illnesses and injuries?** PLEASE TICK UP TO 3 BOXES

<input type="checkbox"/> Self-care	<input type="checkbox"/> GP	<input type="checkbox"/> NHS 111
<input type="checkbox"/> Pharmacy	<input type="checkbox"/> Walk-in centre (Whitegate Drive)	<input type="checkbox"/> Accident and emergency (A&E)
<input type="checkbox"/> Website - NHS Choices	<input type="checkbox"/> Same-day health centre (Dock Street)	<input type="checkbox"/> Other
<input type="checkbox"/> Website - other	<input type="checkbox"/> Urgent care centre	
<input type="checkbox"/> Practice nurse		

Other, please state

**Q27 What three things are most important to you when accessing health services?** PLEASE LIST THE MOST IMPORTANT FIRST

To make sure you receive the right care and support for your condition and to help reduce the pressure on GP services in the future, you will speak to a trained member of staff when you call your GP Practice. They will offer advice on the best place to get care for your condition.

**Q28 To what extent do you agree or disagree with receiving advice from a trained professional when contacting your GP surgery?** PLEASE TICK ONE BOX ONLY

<input type="checkbox"/> Strongly agree	<input type="checkbox"/> Neither agree nor disagree	<input type="checkbox"/> Strongly disagree
<input type="checkbox"/> Tend to agree	<input type="checkbox"/> Tend to disagree	

## Accessing Information and Services Online

Both Wyre Council and NHS Fylde and Wyre CCG are interested in if and how you use the internet.

**Q29 How often do you use the internet...?** PLEASE TICK ONE BOX PER ROW

	Daily	Every few days	Weekly	Monthly	Rarely	Never
...on a computer or laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...on a smart phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...on a tablet (such as iPad or Kindle)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...other device, such as Smart TV or games console	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q30 Where do you use the internet?** PLEASE TICK ALL BOXES THAT APPLY

<input type="checkbox"/> At home	<input type="checkbox"/> Home of a friend or family member	<input type="checkbox"/> Out and about, such as Wi-Fi hotspots
<input type="checkbox"/> At work	<input type="checkbox"/> At a local library	<input type="checkbox"/> Other

Other, please state

**Wyre Council** is looking at ways to make it easier for residents to access services online, that is, in addition to the traditional methods of contact that it currently offers. The following questions will assist the council to understand any current issues around the internet.

**Q31 What are your reasons for not using the internet? (If you use the internet, please skip this question)** PLEASE TICK ALL BOXES THAT APPLY

<input type="checkbox"/> I have no interest in using a computer or the internet	<input type="checkbox"/> I would rather speak to someone in person	<input type="checkbox"/> I lack confidence or skills with technology
<input type="checkbox"/> I don't have a computer or internet access	<input type="checkbox"/> The equipment/ internet access costs are too high	<input type="checkbox"/> I don't know who can help me

Other, please state

**Q32 If you rarely or never use the internet, which of the following might encourage you to use the internet to access the council's services?** PLEASE TICK ALL BOXES THAT APPLY

<input type="checkbox"/> Free training courses in public venues	<input type="checkbox"/> Access to high speed broadband
<input type="checkbox"/> Support and guidance in your own home	<input type="checkbox"/> More free Wi-Fi hotspots
<input type="checkbox"/> Help with getting broadband set up and choosing equipment	<input type="checkbox"/> Knowing who to ask if I have a problem
	<input type="checkbox"/> Nothing, I am still not interested

Other, please state

**NHS Fylde and Wyre CCG** would like to know how some of its online services are used.

**Q33 Of the following health services available online, have you...?** PLEASE TICK ONE BOX PER ROW

	...Used in the last 6 months	...Last used over 6 months ago	...Aware but not used	...Not aware
Booked appointments online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ordered repeat prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessed your medical records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q34 Please give us any feedback on the online services provided by NHS Fylde and Wyre Clinical Commissioning Group that you have used, or please explain why you have not used them.**

**Q35 Do you have any other comments to make about anything not covered in this survey?**

## About You

To ensure that services meet the needs of service users it is important to ask a few questions about you. Your answers to the following questions will remain private and confidential and data will only be used to categorise responses and draw comparisons, for example to identify issues pertinent to residents in a particular area, or to identify issues that are relevant to a particular age group.

**Q36 Are you...?** PLEASE TICK ONE BOX ONLY

Male

Female

**Q37 Which age group do you belong to?** PLEASE TICK ONE BOX ONLY

Under 18

25-34

45-54

65 or over

18-24

35-44

55-64

**Q38 What is your postcode?**

**Q39 Do you consider yourself to have a limiting long-term illness or disability?** PLEASE TICK ONE BOX ONLY

Yes, limited a lot

Yes, limited a little

No

**Q40 Do you have a role as a carer for a relative or friend? A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem, an addiction or old age cannot cope without their support?** PLEASE TICK ONE BOX ONLY

Yes

No

**Q41 Finally, please provide your name and contact number if you would like to be included in the prize draw to win a Kindle Fire.** Please note: employees of Wyre Council or Wyre Councillors are not eligible to enter the competition.

### Prize Draw Terms and Conditions

- You must be 16 years of age or over and live in the Wyre to enter the prize draw.
- Subject to exclusions, everyone who completes the survey and enters the prize draw on or before 13 November 2016 is eligible to win the prize.
- The prize is a Kindle Fire.
- The prize draw is not open to Wyre Council employees or elected members.
- Entry to the prize draw is free. No purchase necessary.
- The prize is non-transferable. No cash alternative is available.
- A winner will be selected at random on 21 November 2016 after which the winner will be notified via the contact details given.
- By entering the prize draw, you agree to be bound by these rules in relation to the prize draw and agree to take part in any publicity relating to the prize.
- Wyre Council reserves the right to pick an alternative winner at random if the original winner is unable to take up the prize or we are unable to contact them.
- Wyre Council reserves the right to cancel or suspend the prize at any point without liability to the winner.
- Wyre Council's decision is final on all matters and no correspondence will be entered into.

Thank you for taking the time to complete this survey. Please return in the free-reply envelope provided by 13 November. Findings and next steps will be available on the council's website ([wyre.gov.uk](http://wyre.gov.uk)) from the end of December or available in hard copy on request by calling 01253 891000 and asking for the Engagement Team.

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