



COMMUNITY PLANNING RESIDENTS' SURVEY

BOARD MEETING: 6 MARCH 2008

1. PURPOSE OF REPORT

- 1.1 To update the Community Planning Partnership Board in respect of the joint East Ayrshire Community Planning Residents' Survey; present for consideration and endorsement the revised question set; and seek agreement on how the Survey will be funded.

2. BACKGROUND

- 2.1 The initial intention was that the Residents' Survey should be undertaken every four years, with the second Residents' Survey scheduled for 2009. However, to ensure the currency of available data, it was proposed that the Survey should be implemented on a three-yearly basis.
- 2.2 The Core Partners' Group endorsed the above proposal at its meeting of 11 December 2007 and agreed to identify potential funding sources for this activity.

3. REVISED QUESTION SET

- 3.1 As agreed at the Joint Officers' Group (JOG) meeting of 6 November 2007, the question set for the Residents' Survey 2005 was circulated to JOG members to ensure that it was reviewed and amendments/additions provided, as appropriate. Subsequently, the amendments, additions and comments received from Partners have been incorporated to the question set.
- 3.2 The revised question set, with proposed amendments/additions highlighted in red, is attached for consideration as an Appendix to this report.

4. TIMETABLE

- 4.1 The timescale for implementing the Residents' Survey is as follows:

Activity	Provisional Timetable	Timescale
Invitation to tender, tender submissions and tender evaluation	January 2008 – end March 2008	3 months
Contract award, Survey briefing, fieldwork, data analysis and interim report	April 2008 – end August 2008	5 months
Final survey report and presentation	September/October 2008	2 months

4.2 The closing date for invitations to tender was 8 February 2008. Thirteen tenders were received and the tender evaluation and contract award are currently being progressed as detailed above.

5. FUNDING

5.1 The approximate cost of a Residents' Survey assuming 2,000 interviews (including 10% expenses) is £48,000. Actual costs will not be known until full tender submissions have been received.

5.2 At the Core Partners' Group meeting of 11 December 2007, Partners agreed to consider how the Survey could be funded. A funding package now requires to be agreed to allow the work to be progressed.

6. RECOMMENDATIONS

6.1 The Community Planning Partnership Board is requested to:

- i) consider and endorse the revised Residents' Survey question set;
- ii) note the timetable in relation to commissioning the new Residents' Survey 2008;
- iii) consider and agree funding in respect of the Residents' Survey 2008; and
- iv) otherwise, note the content of the report.

Fiona Lees
Chief Executive
East Ayrshire Council
18 February 2008

East Ayrshire Community Planning Partnership Residents' Survey

INTRODUCTION

Good morning, afternoon, my name is and I am from
 We are carrying out a survey in this area on behalf of the East Ayrshire Community Planning Partnership,
 who want to know your views about a variety of issues with regard to living in this area. Would you
 be able to spend some of your time to help me complete this questionnaire all your answers
 will be treated as strictly confidential.

ADMINISTRATION

Interviewer No	_____	Property Type	
Interviewer Name	_____	Tenement	1
Date	_____	High Rise	2
Start Time	_____	Low Rise	3
Finish Time	_____	Four in a block	4
Respondent	_____	Terraced	5
Address	_____	Semi detached	6
	_____	Multi storey	7
Post Code	_____	Detached	8
Telephone No	_____	House	9
		Flat in House conversion	10
		Block of Flats	11
		Sheltered Housing	12
		Other	13
		Data Zone	
		0-15%	1
		15-30%	2
		Outwith data zone	3
		Wards and Local Community Planning Forums	
		Annick	1
		Kilmarnock North	2
		Kilmarnock West and Crosshouse	3
		Kilmarnock East and Hurford	4
		Kilmarnock South	5
		Irvine Valley	6
		Ballochmyle	7
		Cumnock and New Cumnock	8
		Doon Valley	9
Email Address	_____		

For Office Use

Received By	<input type="text"/>	<input type="text"/>
Logged By	<input type="text"/>	<input type="text"/>
Back Checked	<input type="text"/>	<input type="text"/>

1 How long have you lived in East Ayrshire?

Up to 5 years	1
Over 5 up to 20 years	2
Over 20 years	3
don't know	4

Showcard A

2 East Ayrshire Community Planning Partnership is led by 7 statutory community planning partners. How well informed do you feel about the services that each of these organisations provides?

	Very Informed	Fairly Informed	Neither/ Nor	Fairly Uninformed	Very Uninformed
East Ayrshire Council	1	2	3	4	5
Scottish Enterprise Ayrshire	1	2	3	4	5
NHS Ayrshire and Arran	1	2	3	4	5
Communities Scotland	1	2	3	4	5
Strathclyde Police	1	2	3	4	5
Strathclyde Fire and Rescue	1	2	3	4	5
Strathclyde Partnership for Transport	1	2	3	4	5

3a Thinking of the last time you contacted any of the Community Planning Partners, how did you do so

3b What is your preferred method of contact with Community Planning Partners?

	3a Last Means of Contact	3b Preferred Means of Contact
In person at an office		
By letter		
Through email		
Via the website		
By telephone		
Never contacted any partner		
Other (Please specify)		

Go to Q 8

4 Thinking of the most recent time you contacted any of the Community Planning Partners, what was your main reason for doing this.

To make an enquiry	
To request a service	
To request action	
To get information or advice about a service	
To get general information or advice	
To make a payment	
To make an application (e.g. for housing benefit)	
On a business-related matter	
In response to a communication	
To make a complaint about a service	
To make a complaint about something else (e.g. a noisy neighbour)	
For another reason (Please specify)	

5 Specifically, what were you contacting them about?

6 Overall, how satisfied or dissatisfied were you with the treatment you received on your most recent contact with Community Planning Partners?

Very Satisfied	Fairly Satisfied	Neither/ Nor	Fairly Dissatisfied	Very Dissatisfied
1	2	3	4	5

7 How easy was/is it for you to contact Community Planning Partners?

Very Easy	Fairly Easy	Neither/ Nor	Not Easy	Not at all Easy
1	2	3	4	5

Showcard B

8 Listed below are various services and facilities provided by the Community Planning Partners. Thinking about the services you have used, how satisfied or dissatisfied are you with the quality of them

8a Please indicate the 5 services which you think are most important

	Very Satisfied	Fairly Satisfied	Neither/ Nor	Fairly Dissatisfied	Very Dissatisfied	Q8a Top 5 Services
Addiction Support	1	2	3	4	5	
Adult education	1	2	3	4	5	
After school child care	1	2	3	4	5	
Ambulance service	1	2	3	4	5	
Care for people with disabilities	1	2	3	4	5	
Cemeteries	1	2	3	4	5	
Child Protection	1	2	3	4	5	
Children's Hearings	1	2	3	4	5	
Council Local Offices	1	2	3	4	5	
Dog Fouling/Warden	1	2	3	4	5	
Education & training opportunities for people with disabilities	1	2	3	4	5	
Environmental Health	1	2	3	4	5	
Fire service	1	2	3	4	5	
Hospitals	1	2	3	4	5	
Housing (council or housing associations)	1	2	3	4	5	
Housing (benefits)	1	2	3	4	5	
Housing (repairs - council or housing associa	1	2	3	4	5	
Libraries	1	2	3	4	5	
Local doctor (GP)	1	2	3	4	5	
Museums & Arts	1	2	3	4	5	
Parks, Playparks, Open Spaces	1	2	3	4	5	
Home help Personal Carers	1	2	3	4	5	
Policing	1	2	3	4	5	
Local Primary schools	1	2	3	4	5	
Protection of the environment	1	2	3	4	5	
Public transport	1	2	3	4	5	
Recreation and sports facilities	1	2	3	4	5	
Recycling (glass, paper, etc.)	1	2	3	4	5	
Refuse collection	1	2	3	4	5	
Repairs to roads, footpaths and cycle paths	1	2	3	4	5	
Road safety	1	2	3	4	5	
Local Secondary schools	1	2	3	4	5	
Care for the elderly Services for older people	1	2	3	4	5	
Sewerage	1	2	3	4	5	
Social Work	1	2	3	4	5	
Street cleaning/removal of litter/fly tipping	1	2	3	4	5	
Street lighting	1	2	3	4	5	

APPENDIX

Swimming Pools/Leisure Facilities	1	2	3	4	5	
Support to local businesses	1	2	3	4	5	
Trading Standards	1	2	3	4	5	
Training and employment initiatives	1	2	3	4	5	
Winter road treatment (eg snow clearing, gritting)	1	2	3	4	5	
Youth clubs, groups, services	1	2	3	4	5	

Community Involvement

9 Have you undertaken any work or activities on a voluntary basis at any time in the past 12 months?

Yes

No Go to Q10

Showcard C

9a Which of the following best describes the group/activity?

Working with older people		Trade Union	
Working with people with disabilities		Providing advice	
Working with vulnerable people		Working with animals	
Working in support of the environment		Political party	
Professional societies or organisations		School board	
Working in the area of health		Community Council	
Church/religious activities		Community Safety	
Playgroups or children's activities		Providing adult education	
Parent/teacher association			
Residents/tenants groups or organisations			
Local economic/employment initiatives			
Activities or organisations working with young people			

10 What would encourage you to become more involved in your local community?

Showcard D

11 How interested are you in the following ways of becoming more involved in the Community Planning Partners decisions?

	Very Interested	Fairly Interested	Neither/ Nor	Not Interested	Not at all Interested
By becoming a residents panel member	1	2	3	4	5
By receiving regular information about the decisions and activities	1	2	3	4	5
By providing your views in surveys like this one	1	2	3	4	5
By taking part in consultation exercises on specific issues e.g. through attending public meetings	1	2	3	4	5
By being directly involved in decision-making e.g. through being a member of a Board or local area forum	1	2	3	4	5

Delete

~~**12 Would you be interested in becoming a Residents' Panel member? Overview of Panel?**~~

Yes

No

Delete

13 As a Residents' Panel Member, how would you prefer to complete the questionnaire?

- Posted to you with a FREEPOST return envelope
- Emailed to you
- Complete the questionnaire on a website
- Being telephoned at home

14 About which of these issues would you like to be consulted? (Interviewer read out list)

- Environment (eg green spaces, buildings)
- Community Safety (eg road safety, anti-social behaviour)
- Health (eg health services, healthy lifestyles, health at work)
- Community Learning (eg access to learning opportunities, new skills, training,
- Eliminating Poverty (eg credit unions, carer support, money advice, **benefits advice**)
- Opportunities (eg training, employment, business, transport, housing)
- All of the above
- Equalities and Diversity Issues**
- Other

15 Would you be interested in receiving a brief summary of the findings of this survey?

Yes

No

Promoting Community Learning

16 Which, if any, of the following educational/vocational qualifications do you have?

- School Leaving Certificate, new National Qualification Access Unit
- O Grade, Standard Grade, GCSE, CSE, Senior Certificate or equivalent
- GSVQ Foundation or Intermediate, SVQ Level 1 or 2, SCOTVEC Module or equivalent
- Higher Grade/Higher Still/CSYS/A level, Advanced Senior Certificate or equivalent
- GSVQ Advanced, SVQ Level3, ONC, OND, SCOTVEC National Diploma or equivalent
- City and Guilds
- HNC, HND, SVQ Levels 4 or 5 or equivalent
- First Degree, Higher degree
- Professional qualifications, e.g. teaching, accountancy
- None of these
- Other (please specify) _____

17 Have you taken part in any training or learning experience in the last 2 years ?

(for example adult education classes, college course, SVQ)

Yes, leading to a qualification

Yes, not leading to a qualification

No Go to Q20

18 If yes where did this take place? Please tick all boxes that apply

- College / university
- Work
- Local library
- School
- Community Centre
- Community Learning Centre
- Other (please specify) _____

18a If in training, how long have you been in training?

- Less than 6 months
- 6-12 months
- 12-14 months
- More than 2 years

18b How did you come to leave your last training opportunity?

19 What type of learning opportunities would you like to pursue that you do not currently have access to?

Showcard E

20 Which of the following issues prevent you from seeking employment, training or learning? Please tick all boxes that apply.

- Ill-health
- Caring responsibilities
- Lack of affordable childcare
- Fear of being worse off financially
- Lack of suitable jobs
- Transport costs
- Lack of relevant work experience
- Qualifications
- Literacy/numeracy issues
- Lack of information and advice
- Other (please specify)

Showcard F

21 Are you currently taking part in any of these forms of employment/education or training?

- on the job training
- further education college course
- university based course
- distance learning/open university
- school
- adult education or evening classes
- help with reading, writing or use of numbers
- computing
- none
- Other (Please specify)

Improving Opportunities

Travel to Work

22 If you have a job, how do you normally travel to work

- Car - driver
- Car passenger
- Bus
- Train
- Motorcycle
- Bicycle
- Walk
- Other (Please specify)

Do not work 1 Go to Q24

23 How far do you travel?:

Less than 1 mile
Between 1 and 3 miles
Between 3 and 5 miles

Between 5 and 8 miles
Between 8 and 15 miles
More than 15 miles

24 If you are unemployed how far are you willing to travel to work or education from your home?

Between 1 and 3 miles
Between 3 and 5 miles
Between 5 and 8 miles
Between 8 and 15 miles
More than 15 miles

25 Are you experiencing any barriers travelling to and from education or work?

Availability of public transport
General transport issues
Travel costs
Other (Please specify) _____

No Barriers

Access to Transport

26 How many vans or cars do you have in your household for private use?

1
2
3+
None

27 Do you have access to a bus stop within 5 minutes walk of your home?

Yes

No

28 Do you have access to a train station within 10 minutes walk of your home?

Yes

No

29 Do you need public transport to access health services?

Yes

No

Childcare

30 If you need childcare to let you work or attend training or further education, have you been able to find suitable local childcare to let you do this?

Yes

No

Do not need childcare
(Go to Q 33)

31 If Yes, does it meet your needs?

Yes

No

32 If No, would you be willing to help the Council by completing a more detailed questionnaire? (Early Years staff will post a questionnaire to your home and can help you to complete it if you wish).

Yes

No

Improving the Environment

33 Would you like to see more leisure, sports and cultural facilities developed in your town?

Yes
Don't Know

No

--

33a If Yes, What type of facilities would you like?

Showcard G

34 Looking at the face scale, which best shows how proud you feel about living in your neighbourhood



34a If respondent indicates face 5,6,7 - ask Why do they feel this way?

Showcard H

35 How would you rate your neighbourhood as a place to bring up children?

Very Good 1	Quite Good 2	Neither/ Nor 3	Quite Bad 4	Very Bad 5
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Showcard I

36 What aspects of this immediate neighbourhood, if any do you particularly like?

Area well maintained	
Good public transport	
Nicely landscaped/open spaces	
Good street lighting	
Safe area/low crime	
Good outlook/view	
Quiet/peaceful	
Friendly people	
Convenient shop/other amenities	
Good local shops	
Good local leisure facilities	
Good local schools	
Good facilities for children	
Good neighbours	
Good sense of community	
No/little traffic	
Safe/slow traffic	
No/little litter/graffiti	
Other	
Nothing	

Showcard K

44 Here is a list of things that some people have told us they take for recycling, or is collected from their home. Which of these, if any, has your household recycled from home in the last month?

Clothes	
Household goods	
Cans	
Bottles/Glass	
Newspapers/Cardboard	
Plastic bottles	
Garden/green waste	
None of these	

45 If none of these why do you not recycle any of these?

Improving Community Safety

46 In your opinion, how good a job do you think the police are doing in your local Community?

Excellent	
Good	
Fair	

Poor	
Very poor	
Don't know	

Showcard L

47 Most of us worry at some time or other about being the victim of crime. Can you tell me how worried you are about the following in your area

	Very Worried	Slightly Worried	Not at all Worried	Don't Know
a Having your home broken into	1	2	3	4
b Being Robbed	1	2	3	4
c Being the victim of property crime (not car related)	1	2	3	4
d Having your car stolen	1	2	3	4
e Having things stolen from your car	1	2	3	4
f Having your car damaged by vandals	1	2	3	4
g Being sexually assaulted or raped	1	2	3	4
h Being physically attacked by strangers	1	2	3	4
i Being insulted or pestered by anybody while in the street or any other public place	1	2	3	4
j Being subject to a physical attack	1	2	3	4
k Race/Gender/Age/Religion/Sexuality/Disability related crime	1	2	3	4
l Personal safety of your children	1	2	3	4
m Personal safety of vulnerable groups other than children	1	2	3	4
n Anti-social behaviour/nuisance neighbours	1	2	3	4
Other please specify _____				

48 When did you last see a police officer on foot/in a patrol car/at a community meeting or surgery in this neighbourhood?

Most days	1
At least once a week	2
At least once a month	3
At least once every 2-3 months	4
Less frequently than once every 2-3 months	5
Have not seen one in the last 12 months	6

56 Do you know what a Fire Plan is?

Yes 1 No 2

56a If yes - have you made a Fire Plan and are all members of your household aware of what they should do in event of fire?

Yes 1 No 2

57 Would you consider installing domestic sprinklers in your home to provide your family with a better level of fire protection?

Yes 1 No 2 Unsure due to lack of information 3

57a If not, why not?

Installation cost	
Inconvenience	
Not interested	
Other	

58 Do you have a chip pan in your home which you use regularly?

Yes 1 No 2

59 Do you know the general rules for 'safe frying'?

Yes 1 No 2

Showcard N

60 How safe do you personally consider your home to be from the risk of fire?

Very Safe	Fairly Safe	Neither/ Nor	Fairly Unsafe	Very Unsafe
1	2	3	4	5

60a If Unsafe, what factors from the list below contribute to this?

Elderly resident(s)		Learning difficulties	
Lack of mobility		Smoking	
Prescribed medication		Alcohol	

61 Have you used the Strathclyde Fire and Rescue Service FREEFONE number, 0800 0731 999, which is used to gain fire safety advice?

Yes 1 No 2

Improving Health

62 Over the last 12 months, would you say that your health has on the whole been..
(Please tick ONE box only)

Good	Fairly Good	Not Good
1	2	3

- 63 Do you have any long term illness, health problem or disability which limits your daily activities or work that you can do? Please include problems which are due to old age.

("Long term" means anything that has troubled you, limits what you can do and is likely to last longer than a year."

Yes 1 No 2

The following questions ask for your views about your health

Please answer every question by ticking ONE box only. NOTE: If you are unsure about how to answer, please give the best answer you can.

- 64 In general would you say your health is ..

Excellent	Very Good	Good	Fair	Poor
1	2	3	4	5

Showcard O

- 65 The following questions are about activities you might do during a typical day. Does your health now limit you in these activities? If so, how much?

	yes, limited A lot	yes, limited A little	no, not limited at all
Moderate activities , such as moving a table, pushing a vacuum cleaner, bowling or playing golf	1	2	3
Climbing several flights of stairs	1	2	3

- 66 During the past 4 weeks, have you had any of the following problems with your work or other regular daily activities as a result of physical health?

	Yes	No
Accomplished less than you would like	1	2
Were limited in the kind of work or other activities	1	2

- 67 During the past 4 weeks, have you had any of the following problems with your work or other regular daily activities as a result of any emotional problems (such as feeling depressed or anxious)?

	Yes	No
Accomplished less than you would like	1	2
Didn't do work or other activities as carefully as usual	1	2

Showcard P

- 68 During the past 4 weeks, how much did pain interfere with your normal work (including both work outside the home and housework)?

Not at all	A little	Moderately	Quite a bit	Extremely
1	2	3	4	5

Interviewer instruction - if respondent is Male go to Q80, if Female go to Q77

Breastfeeding

Research has shown that breastfeeding provides babies with an excellent start in life and there are benefits for both mother and baby including protection for the child against diarrhoea, eczema, chest infections and wheezing, ear infections and results in better mental development and a lower risk of diabetes. For the mother, breastfeeding lowers risk of early breast cancer and results in stronger bones in later life.

77 Breastfeeding is known to provide health benefits to both baby and mother. Are you aware of these health benefits?

Yes 1 No 2

78 Are you aware of any campaigns that have been in the media, either locally or nationally, to promote breastfeeding?

Yes 1 No 2

79 What do you think would help encourage more women to breastfeed?

- Support from friends and family
- Support to continue to breastfeed when women return to work
- One to one support from other women who have successfully breastfed their babies
- Group support from other women who have successfully breastfed their babies
- More information earlier in pregnancy
- Other (Please specify) _____

Showcard T

Healthy Eating

80 What would encourage you to eat more healthily

- More information about health eating available on websites, DVD or video
- More support from others such as community food workers to learn about shopping, budgeting and preparing low cost meals
- Nutrition classes run by professional dietitians
- Support and training to grow your own fruit and vegetables in community gardens
- Support to set up collective kitchens where you can come together with other people to help each other plan, shop for and prepare food in bulk to take home for your families
- Support to set up community kitchens where you can come together regularly and prepare and share meals (remove from question set)
- Support to boost your motivation (eg counselling)
- Practical help or support from a professional to create a diet plan tailored to your needs
- Access locally to cheap fruit and vegetables
- Nothing, I eat healthily already
- Other (Please specify) _____

80a Are you aware of East Ayrshire's initiatives to develop and promote its School Meals Service?

80b East Ayrshire source local and organic food in its School Meals Service and support local food producers, do you think this is a good initiative for the community of East Ayrshire and the health of children?

Interviewer instruction - if respondent is Male go to Q81, if Female go to Q85

Men's Health Question

81 Have you visited your GP or practice nurse for any of the following over the last 12 months?

Blood pressure check	Yes	<input type="text"/>	No	<input type="text"/>
Cholesterol check	Yes	<input type="text"/>	No	<input type="text"/>
Prostate check	Yes	<input type="text"/>	No	<input type="text"/>
Do you regularly perform a testicular check?	Yes	<input type="text"/>	No	<input type="text"/>

82 Regardless of whether you have had any of the above checks carried out, would you have them done in the future?

Blood pressure	Yes	<input type="text"/>	No	<input type="text"/>
Testicular check	Yes	<input type="text"/>	No	<input type="text"/>
Prostate check	Yes	<input type="text"/>	No	<input type="text"/>
Cholesterol check	Yes	<input type="text"/>	No	<input type="text"/>

83 If no, what would prevent you from having these checks carried out?

I feel that I am too young to even consider this just now	<input type="text"/>
I am too embarrassed to be examined	
I am afraid to be examined	
I am afraid of the possible outcomes	
The service is too far away	
I was unhappy with the process before because... (please specify)	
Other reason (please specify) _____	

84 Are you aware that nursing staff within your GP surgery would be able to provide information on blood pressure and checks such as prostate and testicular?

Yes	1	No	2
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Your Access to Email and the Internet

85 Do you have the use of a computer at home

Yes	1	No	2
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86 Do you currently have access to e-mail or the internet from home?

Yes	1	No	2	Go to Q88
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87 What type of internet connection do you have?

Broadband	<input type="text"/>
Dial up	<input type="text"/>
Cable	<input type="text"/>
Other (Please specify)	_____

88 Do you currently have access to-email or the internet for personal use outside the home?

Yes 1 No 2 Go to Q91

89 If yes where do you normally use e-mail or the internet? Please tick all that apply

- Internet café
- College/University
- Work
- Local library
- School
- Community Centre
- Community Learning Centre
- Other - please give details _____

90 What do you use the internet for?

- E-business
- Learning
- Leisure interests
- Information
- Purchasing items such as flights etc
- Other (Please specify) _____

Eliminating Poverty

91 Are you a carer, that is do you provide help to someone with washing, dressing, shopping etc?

Yes 1 No 2

91a If Yes, are you aware of the Carers Centre

Yes 1 No 2

91b Have you registered with them as a carer, and if not, why not?

Yes 1 No 2

91c How many hours of caring do you provide per week?

91d Who are you caring for?

Showcard U

92 What do you think could be done to improve the quality of life for carers?

- More recognition,
- more financial support,
- more support from employers,
- more information for carers on support agencies and networks
- Other (Please specify) _____

93 Are you aware of the services provided by Credit Unions?

Yes 1 No 2

94 Do you currently use Credit Union services?

Yes 1 No 2

94a If no, would you be interested in finding out more about Credit Unions?

Yes 1 No 2

94b If you required benefits advice or help with a debt problem would you know how to obtain such assistance?

Yes No

95 Do you have a bank or building society account?

Yes 1 No 2

95a If not, why not?

Roads and Transportation

Showcard V

96 If you drive how would you rate the condition of public roads used regularly ?

	Excellent	Good	Satisfactory	Fair	Poor
Town Centre Roads	1	2	3	4	5
Residential/Scheme Roads	1	2	3	4	5
Rural Main Roads	1	2	3	4	5
Rural Side Roads	1	2	3	4	5
No comment	1	2	3	4	5

Showcard V

97 How would you rate the condition of existing pavements next to roads?

	Excellent	Good	Satisfactory	Fair	Poor
In Town Centres	1	2	3	4	5
In Residential Areas	1	2	3	4	5

Showcard V

98 How would you rate the time taken to carry out street lighting repairs?

Excellent	Good	Satisfactory	Fair	Poor
1	2	3	4	5

99 Traffic calming measures have proven to be effective in reducing vehicle speeds and cutting accidents. Do you think there should be further investment in traffic calming measures on both main routes and in residential areas?

Yes 1 No 2

100 Twenty's plenty advisory speed limits and mandatory 20mph speed limits around schools are being introduced to improve community safety and encourage children to walk to school. Would you like to see an expansion of such measures?

Yes 1 No 2

101 Do you travel by rail to Glasgow?

Yes 1 No 2

102 Would an improved service every 30 minutes encourage you to use the service?

Yes 1 No 2

103 If a convenient park & ride facility were provided adjacent to the M77 to enable you to travel to and from Glasgow by bus, would you use it?

Yes 1 No 2

Showcard W

104 If you have been a regular bus user over the last 3 years, do you think there has been any improvement to :

	A lot	A little	None
the level and quality of bus services	1	2	3
the quality of bus stop facilities with the provision of raised kerbs, new shelters and timetable cases	1	2	3
personal security at those locations where lighting has been improved	1	2	3

105 Do you think that better provision should be introduced for walking and cycling?

Yes 1 No 2

Town Centre

Delete original question

~~106 Should the evening economy, i.e. pubs, restaurants, cafes and other leisure type uses be further developed within Kilmarnock town centre?~~

~~Yes 4 No 2~~

Insert new question

106 Where does your household do most of its food shopping?

Kilmarnock Town Centre	
Elsewhere in Kilmarnock	
Elsewhere in East Ayrshire	
Ayr	
Silverburn Shopping Centre, Glasgow	
Other (please state)	

Delete original question

~~107 Are there any retailers who are currently not trading in Kilmarnock that you would like to see do so?~~

Insert new question

107 Where does your household do most of its shopping for large household items eg furniture, DIY, electricals?

Kilmarnock Town Centre	
Elsewhere in Kilmarnock	
Elsewhere in East Ayrshire	
Ayr	
Silverburn Shopping Centre, Glasgow	
Braehead Shopping Centre, Glasgow	
Elsewhere in Glasgow	
Other (please state)	

Showcard X

108 How often do you shop in Kilmarnock town centre?

Always 1 Frequently 2 Sometimes 3 Rarely 4 Never 5

Delete original question

~~109 Do you shop for non food items in Kilmarnock?~~

~~Yes 4 No 2~~

~~109a If not why not?~~

Insert new question

109 Why do you not shop in Kilmarnock Town Centre more often?

Delete original question

Showcard X

~~110 How often do you visit Kilmarnock town centre for other purposes than shopping?~~

~~Always Frequently Sometimes Rarely Never
4 2 3 4 5~~

Insert new question

110 Where does your household do most of its shopping for small household items eg clothes, footwear?

- Kilmarnock Town Centre
- Elsewhere in Kilmarnock
- Elsewhere in East Ayrshire
- Ayr
- Silverburn Shopping Centre, Glasgow
- Braehead Shopping Centre, Glasgow
- Elsewhere in Glasgow
- Other (please state)

Delete original question

~~111 If the primary reason for your visit is not for shopping how often do you then go on to visit a shop?~~

~~Always Frequently Sometimes Rarely Never
4 2 3 4 5~~

Insert new question

111 How often do you shop in retail parks within Kilmarnock (eg Queens Drive, Glencairn Retail Park?)

Always Frequently Sometimes Rarely Never
1 2 3 4 5

Insert new question

111a When shopping in retail parks, do you also take the opportunity to visit the town centre?

Always Frequently Sometimes Rarely Never
1 2 3 4 5

Showcard Y

112 How would you rate Kilmarnock town centre in terms of attractiveness and general appearance?

Excellent Good Satisfactory Fair Poor
1 2 3 4 5

Showcard Y

113 How would you rate the range of shops within Kilmarnock town centre?

Excellent Good Satisfactory Fair Poor
1 2 3 4 5

Delete original question

Showcard Y

~~114 How would you rate the range of goods available within Kilmarnock town centre?~~

~~Excellent Good Satisfactory Fair Poor
4 2 3 4 5~~

Insert new question

114 Compared to 2-3 years ago, would you say you now shop in Kilmarnock town centre

More Less About the Not
often often same applicable
1 2 3 4

Showcard Z

~~115 Would you visit Kilmarnock town centre more if:-~~

~~it had a more pleasant environment
access to the town centre was improved
it had better parking
it had a better range of shops
it had a better range of goods
it had better leisure/entertainment facilities
it had better public transport
Other _____~~

115 Revised wording

What would make you more likely to visit Kilmarnock town centre

a better range of shops
a more pleasant environment
more/cheaper car parking
better public transport
more entertainment/leisure facilities
more cafes/restaurants/public houses
Other (please state)

Delete original question

~~116 If new shops were provided in Kilmarnock town centre (possibly with a multi storey car park linked to it) and in Cumnock, would you use them?~~

~~Yes~~

~~No~~

Household Profile

116 Do you consider yourself to have a disability?

Yes 1 No 2

117 How many children in the following age ranges are in this household?

0-4 years 9-11 years None under 18
5-8 years 12-17 years

118 How many people are aged over 60 years in this household?

Aged 60-74 None aged 60+
Aged 75-84
Aged 85+

119 **Gender** Male 1 Female

120 **Age**

18-24 yrs	1	55-59 yrs	5
25-34 yrs	2	60-64 yrs	6
35-44 yrs	3	65+ yrs	7
45-54 yrs	4		

121 **Are you a**

Home owner (owned outright)	1
Home owner (mortgage)	2
Council tenant	3
Housing Association tenant	4
Renting from a private land lord	5

122 **Please indicate which phrase best describes your working status**

Tick one box only - the one that is your main role. For example, if you work full time and also care for children, you should tick employed full time.

Employed (full time)
 Employed (part time)/Job share
 Self employed
 Unemployed
 Student (full time)
 Permanently sick/disabled -unable to work
 Looking after the home seeking work
 Retired
 Other (please specify)

Showcard AA

123 **Could you please indicate the group in which you would place your total household income from all sources, before tax and other deductions**

Original Bands

Under £7,499
 £7,500 – £15,499
 £15,500 – £24,499
 £25,000 – £34,499
 £35,000 or over
 Refused
 Don't know

Revised Bands

Up to £5,199
 £5,200 and up to £10,399
 £10,400 and up to £15,599
 £15,600 and up to £20,799
 £20,800 and up to £25,999
 £26,000 and up to £31,199
 £31,200 and up to £36,399
 £36,400 and up to £51,999
 £52,000 and above
 Refused
 Don't know

Showcard BB

124 **Showcard - Which of these best describes your ethnic origin.**

Original Categories

White	1	Pakistani	6
Black Caribbean	2	Bangladeshi	7
Black African	3	Chinese	8
Black 'Other'	4	Other Asian	9
Indian	5	Other	10

Revised Categories in line with Council

Asian, Asian Scottish, Asian English, Asian Welsh or other Asian British

Indian	<input type="text"/>	Bangladeshi	<input type="text"/>
Pakistani	<input type="text"/>	Chinese	<input type="text"/>

Any other Asian background, please provide details

Black, Black Scottish, Black English, Black Welsh or Black British

Caribbean	<input type="text"/>
African	<input type="text"/>

Any other Black background, please provide details

Mixed

Any Mixed background, please provide details

Other ethnic background

Any other ethnic background, please provide details

White

Scottish	<input type="text"/>	Irish	<input type="text"/>
English	<input type="text"/>	Welsh	<input type="text"/>

Other British, please provide details
Any other White background, please provide details

125	Do you have:				
	a telephone in your home?	Yes	1	No	2
	mobile telephone	Yes	1	No	2

126	If we have any queries with this form can we contact you by telephone?				
	Yes	1	No	2	No Phone
					3

Thank and End