

## **EAST AYRSHIRE COUNCIL**

**KILMARNOCK NORTH AREA LOCAL COMMITTEE: 23 MAY 2006**

### **EAST AYRSHIRE COMMUNITY PLANNING RESIDENTS' SURVEY AND RESIDENTS' PANEL**

#### **Report by the Depute Chief Executive/Executive Director of Corporate Support**

#### **1. PURPOSE OF REPORT**

- 1.1 To present to Committee a summary of the findings of the 2005 East Ayrshire Community Planning Residents' Survey for the Kilmarnock North Area and provide a progress report in respect of the proposed Residents' Panel.

#### **2. BACKGROUND**

- 2.1 The Community Planning Core Partners' Group at its meeting of 3 November 2004, agreed to jointly carry out future community consultation and engagement exercises, where possible.
- 2.2 To avoid duplication of activity, Community Planning Partners agreed to:
- commission a Community Planning Residents' Survey (four-yearly), commencing 2005/06; and
  - establish a representative Residents' Panel and related Geographic Focus Groups (utilised routinely, minimum twice per annum);
  - establish an annual Consultation Plan, Screening Group and operating arrangements linked to Public Performance Reporting (PPRg) Arrangements; and
  - establish a Citizens' Forum/question time event (convened every two years).

#### **3. RESIDENTS' SURVEY**

- 3.1 The purpose of the Residents' Survey, which will be carried out four-yearly, is to gain an increased understanding of local priorities and views on public service provision/satisfaction, and establish baseline data to inform the Community Plan's Thematic Action Plans and the Regeneration Outcome Agreement.
- 3.2 Lowland Market Research was commissioned to undertake the Residents' Survey. Between August and October 2005, a face-to-face survey of a cross-section of 2,000 East Ayrshire residents was carried out. In addition, steps were taken to ensure that within the overall total, an appropriate percentage of potentially excluded residents, including young people and people with a disability, were surveyed.
- 3.3 A summary extract from the Survey findings, with particular relevance to the Kilmarnock North Area, is attached at the Appendix to the report. A full copy of the Survey results is available on request.
- 3.4 Community Planning Partners propose to release the results of the Residents' Survey to members of the public in April 2006 as follows:

- through the publication of the Residents' Survey report on the Community Planning pages hosted on East Ayrshire Council's website;
- by making the final Residents' Survey report available through local offices and libraries;
- by forwarding hard copies of a summary of the Residents' Survey results to interested Residents' Survey interviewees, including Residents' Panel members;
- by distributing the Residents' Survey report to the North and Coalfield Communities Federations;
- presentations at Local Committees;
- through inclusion in Community Planning Partner newsletters; and
- through press releases in local newspapers, where appropriate.

3.5 Community Planning Partners are currently analysing the results which will inform future service delivery and development.

#### **4. RESIDENTS' PANEL**

4.1 The purpose of the Residents' Panel is to gain an increased understanding of residents' views and increase community consultation in relation to the planning and development of services.

4.2 In addition to undertaking the Residents' Survey, Lowland Market Research was commissioned to recruit a representative Resident Panel members. Currently, 612 Residents' Panel members have been recruited.

4.3 Community Planning Partners propose that each year, panel members will be invited to participate in two written surveys as a minimum and one/two thematic or geographic focus groups, to explore identified strategic issues. Community Planning Partners have agreed that during 2006, the main topic for presentation to the Resident's Panel will be the Community Planning review.

4.4 It has also been agreed that the Consultation Steering Group, which co-ordinated the commissioning and implementation of the Residents' Survey, will meet on a quarterly basis, with responsibility for planning and co-ordinating the programme of consultation with Panel members. The Community Planning and Partnership Unit (CPPU) will manage the Residents' Panel process, with day-to-day activity being co-ordinated by the Consultation and Engagement Co-ordinator.

#### **5. POLICY IMPLICATIONS**

5.1 Community Planning Partners have given a commitment to jointly carry out future community consultation and engagement exercises, where possible.

#### **6. FINANCIAL AND LEGAL IMPLICATIONS**

6.1 NIL

#### **7. RECOMMENDATIONS**

7.1 The Local Committee is asked to:

- i) note the findings of the 2005 East Ayrshire Community Planning Residents' Survey for the Kilmarnock North Area;
- ii) note the progress in establishing a representative Residents' Panel; and

iii) otherwise, note the content of the report.

**Elizabeth Morton**  
**Depute Chief Executive/Executive Director of Corporate Support**  
**East Ayrshire Council**  
**22 May 2006**

### **BACKGROUND PAPERS**

East Ayrshire Community Planning Residents' Survey Results 2005

The results of the East Ayrshire Community Planning Residents' Survey 2005 will be available to members of the public in April 2006 on the Community Planning pages hosted on East Ayrshire Council's website

Any person wishing further information should contact John Clayton, Head of Corporate Development and Communication (tel. 01563 576165) or Gwen Barker, Community Planning and Partnership Manager (tel. 01563 554602)

**IMPLEMENTATION OFFICER:** Head of Corporate Development and Communication

## EAST AYRSHIRE COMMUNITY PLANNING RESIDENTS' SURVEY SUMMARY RESULTS – KILMARNOCK NORTH

### Methodology

- Face to face interviewing
- 40-50 minute in home interview
- Quota sampling based on
  - Local Committee Areas
  - Data zones
  - Age
  - Gender
  - Employment Status
  - Ethnicity
  - Disability

### Margins of Error

95% confidence intervals

Number of Respondents	Margin of Error
2000	+/- 1.7%
1000	+/- 3%
400	+/- 5%
250	+/- 7%
100	+/- 10%

### Respondent Profile: Local Committee Areas

Local Committee Areas	Number of Interviews	Percentage of Survey Interviews	Percentage that the area accounts for of the total E.A population
Northern	250	12.5%	13%
Kilmarnock North	250	12.5%	13%
Kilmarnock Central	250	12.5%	15%
Kilmarnock South	250	12.5%	10%
Irvine Valley	250	12.5%	16%
Cumnock Area	500	25%	24%
Doon Valley	250	12.5%	10%

### KILMARNOCK NORTH LOCAL COMMITTEE ANALYSIS

#### Respondent Profile: Status

- Employed FT                    38%
- Employed PT                   12%
- Self Employed                 3%
- Unemployed                   12%
- Student                         2%
- Sick/Disabled                 13%
- Looking after home         4%
- Retired                         17%

## Length of time living in East Ayrshire

- Up to 5 years 8%
- Between 5 and 20 years 15%
- Over 20 years 77%
- Don't know 0%

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

Preferred Method	Last Contact	Preferred
In person at an office	18%	19%
By letter	4%	2%
Through email	1%	0%
Via the website	6%	8%
By telephone	54%	44%
Never contacted/can't remember	17%	-
Other	0%	-

## The four main reasons for contacting Community Planning Partners were:

- To request a service 41%
- To request action 26%
- To make a complaint about something else (e.g. noisy neighbour) 10%
- To make an enquiry 9%

## How satisfied or dissatisfied were you with the treatment you received on your most recent contact with Community Planning Partners?

- 75% very or fairly satisfied with treatment on last contact
- 86% state that contacting Partner was very or fairly easy

## Satisfaction levels with services

- Local Doctor 86%
- Street Lighting 76%
- Public Transport 71%
- Libraries 71%
- Ambulance Service 67%
- Hospitals 65%
- Refuse Collection 64%
- Recycling 63%
- Fire Service 61%
- Sewerage 53%

## Dissatisfaction with services

- Dog fouling/warden 50%
- Parks, play parks, open spaces 47%
- Repairs to roads, footpaths and cycle paths 42%
- Youth clubs/groups/services 33%
- Recreation and sports facilities 32%

## Residents' Panel consultation

- 9% are fairly or very interested in becoming a Residents' Panel member
- 100% would like a postal questionnaire, 0% telephoned, 0% emailed
- 57% would like a brief summary of the findings of the survey

## PROMOTING COMMUNITY LEARNING

### What educational/vocational qualifications do you have?

#### Educational Qualifications

- None 40%
  - Higher grades 8%
  - City and Guilds 10%
  - HNC/HND 14%
- 62% have not taken part in any training or learning experience in past 2 years
  - 22% have, leading to a qualification and 16% not leading to a qualification

### Where did your training or learning take place?

#### Location of Learning or Training

- College/University 41%
- Work 40%
- School 1%
- Community centre 3%
- Community learning Centre 5%
- Local Library 0%

### What issues prevent you seeking employment, training or learning?

#### Issues that prevent people from seeking employment, training or learning

- Nothing/no answer 68%
- Ill health 15%
- Caring responsibilities 10%
- Lack of suitable jobs 2%
- Lack of relevant work experience 3%

## IMPROVING OPPORTUNITIES

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

- Car, driver 66%
- Car, passenger 11%
- Walk 10%
- Bicycle 3%
- Bus 11%
- Train 1%

### If employed, how far do you travel to work?

Distance	Employed
Less than 1 mile	10%
1 to 3 miles	27%
3 to 5 miles	14%
5 to 8 miles	8%
8 to 15 miles	16%
15+ miles	25%

### If unemployed, how far are you willing to travel to work or education?

Distance	Unemployed
Less than 1 mile	27%
1 to 3 miles	39%
3 to 5 miles	17%
5 to 8 miles	10%
8 to 15 miles	7%
15+ miles	

### Access to transport. How many vans or cars do you have in your household for private use?

- 32% no access to a van or car for private use
- 38% require public transport to access health services

## IMPROVING THE ENVIRONMENT

- 72% would like more leisure, sports and cultural facilities

### How proud do you feel about living in your neighbourhood in East Ayrshire?

- 73% of respondents selected a smiling face, 12% choosing a sad face

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

- Friendly people 53%
- Good neighbours 66%
- Quiet/peaceful 38%
- Safe area/low crime 26%
- Area well maintained 44%

### What aspects of this immediate neighbourhood, if any, do you particularly dislike?

- Young people hanging about/  
nothing for young people to do 48%
- Nowhere for children to play 27%
- Fast/speeding traffic 25%
- Problems with dogs 22%
- Poor local leisure facilities 20%

### In terms of life, do you consider your town or village to be a good place to live?

- 65% think that the quality of life is very or fairly good
- 55% state that there should be areas protected from development
  - Public parks
  - Green areas
  - Green belt
  - Open spaces
  - Dean Castle Country Park

### Which items has your household recycled from home in the last month?

- Bottles/Glass 82%
- Newspapers/Cardboard 80%
- Cans 76%
- Garden/green waste 70%
- Clothes 67%
- Household goods 19%
- Plastic bottles 10%
- None of these 8%

## IMPROVING COMMUNITY SAFETY

### In your opinion, how good a job do you think the Police are doing in your local community?

- 60% state that Police are doing a fair or better job
- When last saw a Police Officer
  - Most days 11%
  - At least once a week 31%
  - At least once a month 22%
  - At least once every 2-3 months 10%
  - Less frequently than once every 2-3 months 18%
  - Have not seen one in the last 12 months 7%
  - Don't know 1%

## How worried are you about the following?

- Top 5 crimes people are worried about
  - Being robbed 52%
  - Being the victim of property crime (not car related) 51%
  - Having your home broken into 49%
  - Having things stolen from your car 44%
  - Having your car stolen 42%
- Feel threatened by crime – 75% state not at all or not very much and 4% had been a victim of crime

## Do you have a smoke alarm in your property?

- 95% have a smoke alarm
  - 70% test it monthly or more often and 24% never test it
  - 69% change the battery when the alarm bleeps
  - 86% know what a fire plan is, 89% say they have made one and members of their household are aware of what they should do in event of a fire

## IMPROVING HEALTH

### How would you say your health has been on the whole, over the last 12 months?

- 81% state that their health is good or fairly good
- 24% state they have a long term limiting illness or disability
- 8% state that their health limits them a lot from moderate activities

### How much has your health affected your ability to carry out a range of activity over the last 12 months?

- 22% have accomplished less than they would have liked due to physical health
- 15% have accomplished less due to emotional problems
- 88% felt calm or peaceful all or most of the time over the past 4 weeks
- 5% felt downhearted and blue most or all of the time
- 15% stated that physical health or emotional problems interfered with their social activities some of the time or more often

### Men's Health. Have you visited your GP or practice nurse for any of the following over the past 12 months?

- Blood pressure check 48%
- Testicular check 35%
- Prostate check 25%
  - About 96% would have checks carried out in future
  - Main reasons for not having checks are being too young (63%), too embarrassed (13%)

## ELIMINATING POVERTY

- 10% are carers

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

- More financial support 55%
- More recognition 58%
- More information for carers on support agencies and networks 44%
- More support from employers 17%

### Awareness of Credit Union services

- 37% aware of services provided by Credit Unions
- 4% currently use Credit Union services
- 5% said they would be interested in finding out more about Credit Union services
- 92% have a bank or building society account

### Access to e-mail and internet

- 50% have the use of a computer at home
- 66% broadband, 33% dial up
- 38% have access to email and internet outside home
  - 52% work
  - 24% library
  - 15% college/university
  - Uses of the internet
    - 59% leisure interests
    - 48% learning
    - 23% purchasing items

## Roads and Transportation

### How would you rate the condition of the following roads?

- |                            |      |
|----------------------------|------|
|                            | Poor |
| • Town centre roads        | 32%  |
| • Residential/scheme roads | 30%  |
| • Rural main roads         | 23%  |
| • Rural side roads         | 23%  |

### How would you rate the condition of the following pavements?

- |                     |      |
|---------------------|------|
|                     | Poor |
| • Town centre       | 7%   |
| • Residential areas | 13%  |

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

- Excellent 2%
- Good 18%
- Satisfactory 47%
- Fair 22%
- Poor 8%
- Don't know 3%

### Kilmarnock Town Centre

- 58% of respondents feel that the evening economy should be developed. 37% of respondents feel the evening economy should not be developed.

### How often do you shop in Kilmarnock Town Centre?

- Always 10%
- Frequently 37%
- Sometimes 26%
- Rarely 21%
- Never 6%

### Reasons for not shopping in Kilmarnock Town Centre for non food items

- Poor choice
- Poor shops
- Parking difficult
- Prefer other places, Braehead, East Kilbride

### How would you rate Kilmarnock Town Centre in terms of attractiveness or general appearance?

- Excellent 0%
- Good 1%
- Satisfactory 6%
- Fair 16%
- Poor 75%
- Don't know 2%

### How would you rate the range of shops available in Kilmarnock Town Centre?

- Excellent 0%
- Good 1%
- Satisfactory 5%
- Fair 15%
- Poor 77%
- Don't know 2%

## How would you rate the range of goods available in Kilmarnock Town Centre?

- Excellent 0%
- Good 1%
- Satisfactory 6%
- Fair 14%
- Poor 76%
- Don't know 3%

April 2006