

EAST AYRSHIRE COUNCIL

KILMARNOCK SOUTH AREA LOCAL COMMITTEE: 17 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 (Survey) for the Kilmarnock South 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 South 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 South 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
10 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 SOUTH

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 SOUTH LOCAL COMMITTEE ANALYSIS

Respondent Profile: Status

- Employed FT 34%
- Employed PT 18%
- Self Employed 3%
- Unemployed 10%
- Student 2%
- Sick/Disabled 12%
- Looking after home 8%
- Retired 13%

Length of time living in East Ayrshire

- Up to 5 years 12%
- Between 5 and 20 years 17%
- Over 20 years 68%
- Don't know 3%

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

| Preferred Method | Last Contact | Preferred |
|--------------------------------|--------------|-----------|
| In person at an office | 17% | 22% |
| By letter | 4% | 1% |
| Through email | 1% | 0% |
| Via the website | 0% | 4% |
| By telephone | 39% | 62% |
| Never contacted/can't remember | 39% | 0% |
| Other | 0% | 0% |

The four main reasons for contacting Community Planning Partners were:

- To request a service 36%
- To request action 22%
- To make an enquiry 21%
- To get general information/advice 6%

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

- 72% very or fairly satisfied with treatment on last contact
- 93% state that contacting Partner was very or fairly easy

Satisfaction levels with services

- Local Doctor 94%
- Recycling 87%
- Hospitals 86%
- Street Lighting 84%
- Refuse Collection 84%
- Public Transport 81%
- Ambulance Service 81%
- Fire Service 80%
- Sewerage 80%
- Libraries 79%

Dissatisfaction with services

- Youth clubs/groups/services 54%
- Parks, play parks, open spaces 53%
- Dog fouling/warden 42%
- Recreation and sports facilities 36%
- Swimming pool, leisure facilities 32%

Residents' Panel consultation

- 14% are fairly or very interested in becoming a Residents' Panel member
- 85% would like a postal questionnaire, 10% telephoned, 5% emailed
- 74% would like a brief summary of the findings of the survey

PROMOTING COMMUNITY LEARNING

What educational/vocational qualifications do you have?

Educational Qualifications

- None 37%
- Higher grades 10%
- City and Guilds 6%
- HNC/HND 10%

- 78% have not taken part in any training or learning experience in past 2 years
- 14% have, leading to a qualification and 8% not leading to a qualification

Where did your training or learning take place?

Location of Learning or Training

- College/University 44%
- Work 41%
- School 4%
- Community centre 0%
- Community learning Centre 4%
- Local Library 2%

What issues prevent you seeking employment, training or learning?

Issues that prevent people from seeking employment, training or learning

- Nothing/no answer 64%
- Ill health 13%
- Caring responsibilities 9%
- Lack of suitable jobs 5%
- Lack of relevant work experience 1%

IMPROVING OPPORTUNITIES

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

- Car, driver 73%
- Car, passenger 9%
- Walk 9%
- Bicycle 0%
- Bus 6%
- Train 2%
- Motorcycle 1%

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

| Distance | Employed |
|------------------|----------|
| Less than 1 mile | 20% |
| 1 to 3 miles | 17% |
| 3 to 5 miles | 11% |
| 5 to 8 miles | 14% |
| 8 to 15 miles | 11% |
| 15+ miles | 27% |

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

| Distance | Unemployed |
|------------------|------------|
| Less than 1 mile | 17% |
| 1 to 3 miles | 41% |
| 3 to 5 miles | 21% |
| 5 to 8 miles | 0% |
| 8 to 15 miles | 21% |
| 15+ miles | |

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

- 26% no access to a van or car for private use
- 34% require public transport to access health services

IMPROVING THE ENVIRONMENT

- 75% would like more leisure, sports and cultural facilities

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

- 77% 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 | 58% |
| • Good neighbours | 60% |
| • Quiet/peaceful | 47% |
| • Safe area/low crime | 32% |
| • Area well maintained | 31% |

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

- | | |
|---|-----|
| • Young people hanging about/ nothing for young people to do | 46% |
| • Nowhere for children to play | 34% |
| • Fast/speeding traffic | 27% |
| • Problems with dogs | 20% |
| • Poor local leisure facilities | 24% |

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

- 86% think that the quality of life is very or fairly good
- 38% 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 | 92% |
| • Newspapers/Cardboard | 93% |
| • Cans | 82% |
| • Garden/green waste | 74% |
| • Clothes | 50% |
| • Household goods | 45% |
| • Plastic bottles | 34% |
| • None of these | 2% |

IMPROVING COMMUNITY SAFETY

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

- 71% state that Police are doing a fair or better job
- When last saw a Police Officer
 - Most days 6%
 - At least once a week 27%
 - At least once a month 20%
 - At least once every 2-3 months 13%
 - Less frequently than once every 2-3 months 15%
 - Have not seen one in the last 12 months 18%
 - Don't know 0%

How worried are you about the following?

- Top 5 crimes people are worried about
 - Having your home broken into 65%
 - Being the victim of property crime (not car related) 61%
 - Being robbed 57%
 - Personal safety of vulnerable groups other than children 56%
 - Having your car damaged by vandals 56%
- 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?

- 94% have a smoke alarm
 - 76% test it monthly or more often and 16% never test it
 - 86% change the battery when the alarm bleeps
 - 84% know what a fire plan is, 64% 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?

- 84% state that their health is good or fairly good
- 26% state they have a long term limiting illness or disability
- 4% 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?

- 16% have accomplished less than they would have liked due to physical health
- 18% have accomplished less due to emotional problems
- 69% felt calm or peaceful all or most of the time over the past 4 weeks
- 7% felt downhearted and blue most or all of the time
- 14% 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 68%
- Testicular check 32%
- Prostate check 21%
 - About 88%+ would have checks carried out in future
 - Main reasons for not having checks are being too young (70%), too embarrassed (9%)

ELIMINATING POVERTY

- 13% are carers

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

- More financial support 65%
- More recognition 42%
- More information for carers on support agencies and networks 38%
- More support from employers 38%

Awareness of Credit Union services

- 46% aware of services provided by Credit Unions
- 5% currently use Credit Union services
- 13% said they would be interested in finding out more about Credit Union services
- 94% have a bank or building society account

Access to e-mail and internet

- 50% have the use of a computer at home
- 64% broadband, 23% dial up
- 29% have access to email and internet outside home
 - 49% work
 - 26% library
 - 10% college/university
 - Uses of the internet
 - 47% leisure interests
 - 40% learning
 - 33% purchasing items

Roads and Transportation

How would you rate the condition of the following roads?

| | Poor |
|----------------------------|------|
| • Town centre roads | 22% |
| • Residential/scheme roads | 19% |
| • Rural main roads | 21% |
| • Rural side roads | 23% |

How would you rate the condition of the following pavements?

| | Poor |
|---------------------|------|
| • Town centre | 13% |
| • Residential areas | 18% |

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

| | |
|----------------|-----|
| • Excellent | 13% |
| • Good | 22% |
| • Satisfactory | 37% |
| • Fair | 13% |
| • Poor | 10% |
| • Don't know | 5% |

Kilmarnock Town Centre

- 54% of respondents feel that the evening economy should be developed. 38% of respondents feel the evening economy should not be developed.

How often do you shop in Kilmarnock Town Centre?

| | |
|--------------|-----|
| • Always | 8% |
| • Frequently | 36% |
| • Sometimes | 24% |
| • Rarely | 22% |
| • Never | 10% |

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 2%
- Good 5%
- Satisfactory 16%
- Fair 24%
- Poor 51%
- Don't know 2%

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

- Excellent 0%
- Good 3%
- Satisfactory 12%
- Fair 17%
- Poor 66%
- Don't know 2%

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

- Excellent 0%
- Good 5%
- Satisfactory 14%
- Fair 20%
- Poor 59%
- Don't know 2%

April 2006