

## **EAST AYRSHIRE COUNCIL**

**NORTHERN AREA LOCAL COMMITTEE: 4 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 Northern 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 Northern 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 will be invited to submit proposed topics in this regard for endorsement by the Community Planning Joint Officers Group. It is anticipated 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 Northern 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**  
**27 April 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 – NORTHERN AREA

### Methodology Residents' Survey

- 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%

### NORTHERN AREA LOCAL COMMITTEE ANALYSIS

### Respondent Profile: Status

- Employed FT 31%
- Employed PT 13%
- Self Employed 4%
- Unemployed 6%
- Student 5%
- Sick/Disabled 10%
- Looking after home 7%
- Retired 24%

## Length of time living in East Ayrshire

- Up to 5 years 11%
- Between 5 and 20 years 25%
- Over 20 years 64%
- 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	22%	25%
By letter	3%	3%
Through email	1%	2%
Via the website	0%	5%
By telephone	36%	65%
Never contacted/can't remember	38%	-
Other	0%	-

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

- To request a service 37%
- To make an enquiry 23%
- To make a complaint about a service 13%
- To request action 12%

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

- 78% 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 88%
- Hospitals 78%
- Sewerage 76%
- Local Offices 76%
- Street Lighting 74%
- Libraries 71%
- Refuse Collection 70%
- Recycling 69%
- Public transport 69%
- Local primary school 69%

## Dissatisfaction with services

- Swimming Pool, leisure facilities 48%
- Recreation and sports facilities 47%
- Youth clubs/groups/services 42%
- Dog fouling/warden 37%
- Parks, play parks, open spaces 32%

## Residents' Panel consultation

- 9% are fairly or very interested in becoming a Residents' Panel member
- 94% would like a postal questionnaire, 0% telephoned, 6% emailed
- 40% would like a brief summary of the findings of the survey

## PROMOTING COMMUNITY LEARNING

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

#### Educational Qualifications

- None 44%
  - Higher grades 10%
  - City and Guilds 6%
  - HNC/HND 7%
- 79% have not taken part in any training or learning experience in past 2 years
  - 14% have, leading to a qualification and 7% not leading to a qualification

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

#### Location of Learning or Training

- College/University 57%
- Work 27%
- School 8%
- Community centre 6%
- Community learning Centre 0%
- Local Library 6%

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

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

- Nothing/no answer 72%
- Ill health 13%
- Caring responsibilities 5%
- 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 10%
- Walk 10%
- Bicycle 1%
- Bus 11%
- Train 2%

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

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

Distance	Employed	Unemployed
Less than 1 mile	15%	29%
1 to 3 miles	10%	7%
3 to 5 miles	17%	43%
5 to 8 miles	16%	14%
8 to 15 miles	13%	7%
15+ miles	29%	

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

- 38% no access to a van or car for private use
- 34% require public transport to access health services

## IMPROVING THE ENVIRONMENT

- 64% would like more leisure, sports and cultural facilities

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

- 85% of respondents selected a smiling face, 7% choosing a sad face

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

- Friendly people 70%
- Good neighbours 59%
- Quiet/peaceful 66%
- Safe area/low crime 54%
- Area well maintained 50%

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

- Young people hanging about/  
nothing for young people to do 40%
- Nowhere for children to play 24%
- Fast/speeding traffic 18%
- Problems with dogs 22%
- Poor local leisure facilities 27%

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

- 87% think that the quality of life is very or fairly good
- 46% 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        | 80% |
| • Newspapers/Cardboard | 86% |
| • Cans                 | 76% |
| • Garden/green waste   | 68% |
| • Clothes              | 43% |
| • Household goods      | 46% |
| • Plastic bottles      | 42% |
| • None of these        | 7%  |

## IMPROVING COMMUNITY SAFETY

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

- 80% state that Police are doing a fair or better job
- When last saw a Police Officer
  - Most days 18%
  - At least once a week 41%
  - At least once a month 13%
  - At least once every 2-3 months 7%
  - Less frequently than once every 2-3 months 7%
  - Have not seen one in the last 12 months 10%
  - Don't know 4%

### How worried are you about the following?

- Top 5 crimes people are worried about
  - Having your home broken into 33%
  - Being robbed 33%
  - Being the victim of property crime (not car related) 32%
  - Having your car damaged by vandals 28%
  - Personal safety of vulnerable groups other than children 27%
- Feel threatened by crime – 88% 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?

- 97% have a smoke alarm
  - 69% test it monthly or more often and 20% never test it
  - 83% change the battery when the alarm bleeps
  - 73% know what a fire plan is, 81% 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
- 29% state they have a long term limiting illness or disability
- 17% 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?

- 25% have accomplished less than they would have liked due to physical health
- 19% have accomplished less due to emotional problems
- 67% felt calm or peaceful all or most of the time over the past 4 weeks
- 4% felt downhearted and blue most or all of the time
- 12% 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 56%
- Testicular check 35%
- Prostate check 28%
  - About 87%+ would have checks carried out in future
  - Main reasons for not having checks are being too young (62%), afraid of the outcomes (10%)

## ELIMINATING POVERTY

- 12% are carers

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

- More financial support 49%
- More recognition 50%
- More information for carers on support agencies and networks 37%
- More support from employers 30%

## Awareness of Credit Union services

- 38% aware of services provided by Credit Unions
- 2% currently use Credit Union services
- 2% said they would be interested in finding out more about Credit Union services
- 91% have a bank or building society account

## Access to e-mail and internet

- 44% have the use of a computer at home
- 60% broadband, 39% dial up
- 33% have access to email and internet outside home
  - 52% work
  - 22% library
  - 14% college/university
  - Uses of the internet
    - 51% leisure interests
    - 33% learning
    - 39% purchasing items

## Roads and Transportation

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

- |                            |      |
|----------------------------|------|
|                            | Poor |
| • Town centre roads        | 27%  |
| • Residential/scheme roads | 26%  |
| • Rural main roads         | 32%  |
| • Rural side roads         | 39%  |

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

- |                     |      |
|---------------------|------|
|                     | Poor |
| • Town centre       | 23%  |
| • Residential areas | 24%  |

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

- |                |     |
|----------------|-----|
| • Excellent    | 12% |
| • Good         | 27% |
| • Satisfactory | 38% |
| • Fair         | 10% |
| • Poor         | 7%  |
| • Don't know   | 6%  |

## **Kilmarnock Town Centre**

- 38% of respondents feel that the evening economy should be developed. 46% of respondents feel the evening economy should not be developed.

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

- Always 5%
- Frequently 25%
- Sometimes 32%
- Rarely 23%
- Never 15%

### **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 1%
- Good 8%
- Satisfactory 21%
- Fair 28%
- Poor 36%
- Don't know 6%

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

- Excellent 0%
- Good 7%
- Satisfactory 19%
- Fair 25%
- Poor 42%
- Don't know 7%

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

- Excellent 0%
- Good 6%
- Satisfactory 22%
- Fair 23%
- Poor 42%
- Don't know 7%