



Attitudes to Clackmannanshire in 2009

Sixth Survey of the Clackmannanshire Citizens' Panel

Report

by



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1. Introduction

This document presents the key findings to emerge from the sixth survey of members of the Clackmannanshire Citizens' Panel (The Clacks 1,000) for the Clackmannanshire Community Planning Partnership.

The background to the Citizens' Panel is initially presented in Section 2 while Section 3 provides a summary of key survey findings. The Partnership agreed that the survey should include questions on Panel members' attitudes to four broad issues and the detailed findings on these are set out in Sections 4 to 7:

- The image of Clackmannanshire, and specifically the role of tourism, Alloa town centre, the Ochil Hills and Hillfoot villages, green spaces and the built environment (Section 4)
- The effects of the economic downturn (Section 5)
- Training and improving skills (Section 6)
- Communications form agencies (Section 7)

A copy of the questionnaire is attached at Appendix 1 while Appendix 2 provides more details of the Clacks 1,000.

2. Background to the Clackmannanshire Citizens' Panel

The Clackmannanshire Community Planning Partnership recognises that developing and delivering services which meet local needs requires effective and genuine community engagement. Central to this is the need to ensure that the views of the most disadvantaged communities are heard to help deliver solutions that contribute to sustainable community regeneration.

An important part of the Partnership's strategy for effective community consultation has been to develop a Citizens' Panel of 1,000 members who are broadly representative of the adult population of Clackmannanshire (a summary of the Panel recruitment process is contained in Appendix 2).

The Partnership agreed the questionnaire for the survey which issued to Panel members in mid June 2009 and by mid July 2009, responses had been received from 740 Panel members. This level of response means that the results can be used with confidence and in the knowledge that sampling errors are low. For example, the table overleaf illustrates the high level of accuracy that can be attributed to the results derived from this response overall, as well as for the two main sub areas.

Survey Response

	Clackmannanshire	Regeneration Areas	Remainder of Clackmannanshire
Sample achieved	740	206	534
Sampling error	± 3.6%	± 6.8%	± 4.2%

As illustrated above, results for the sample as a whole will have sampling errors limited to only ±3.6%. This means, for example, that if 50% of Panel members say they shop in Alloa town centre, the "real" figure will be in a narrow range, from only 46.4% to 53.6%. The sampling errors for the regeneration areas and the rest of Clackmannanshire rise marginally to only ± 6.8% and ± 4.2% respectively.

3. Summary of Key Findings

Section 4. Clackmannanshire's Image

- There is a widespread belief among Panel members that Clackmannanshire has an effective tourism industry and has attractive natural and historical attractions
- Virtually all Panel members (97%) recognised the Ochils as a main visitor attraction in Clackmannanshire, with 74% also mentioning the area's historical attractions. Town centres and places to eat and drink were not regarded as major visitor attractions by many Panel members (8% and 18% respectively)
- Most Panel members (80%) do not think Alloa is an attractive town centre and there is significant support to improve it through a greater variety of shops (78%) and a smarter appearance (78%), while approximately half would like to see improvements to make it safer and cleaner and to provide better/more places to eat and drink
- Panel members have mixed views on whether they feel the built and natural features within the Ochil Hills and Hillfoot villages are being adequately cared for. For example, the largest group (44%) said they 'weren't sure' while 35% felt they were not
- Relatively few Panel members (12%) said they get involved in Community Planning events to give their opinion on what goes on in the Ochils and Hillfoot villages. Significantly, of those who do not, almost two thirds (62%) said they do not feel they have had enough opportunity to get involved
- Panel members would like to have a say on three main issues about the Ochils and Hillfoot villages; enhancement projects (44%), conservation projects (44%) and community involvement and participation (41%)
- Just under one in ten Panel members (9%) get involved in volunteer projects with the area of the Ochil Hills and Hillfoot villages. There is also a significant core of those not currently involved who would like to get involved, particularly in nature conservation
- There is a high level of support for public art to be displayed in public parks and gardens. Almost two thirds (62%) agree with this, while only 19% disagree.

- The importance of green space to Panel members is reflected in the fact that a very high proportion (82%) agreed with the statement: **‘Open spaces and facilities contribute to my quality of life’**

Section 5. The Effects of the Economic Downturn

- Over half of all Panel members who are currently in employment say they would not be confident they could get another job if they were made redundant
- A third of Panel members stated they are financially worse off now compared to three months and a year ago. Most (60%) expect to see no change to their financial circumstances in the next year, although 26% expect to be worse off
- There is a more positive outlook among Panel members when comparing their experience of the recession with that presented in the media (55% feel their personal experience is not as bad)
- Between a third and half of Panel members said they are now spending less compared to a year ago, particularly on the following; luxury goods (53%), entertainment (45%) and home improvements (40%)
- Conversely, a significant number of Panel members are now paying more for; bills (63%), supermarket shopping (58%) and home energy consumption (53%)
- A significant proportion of Panel members (51%) spend 10% or more of their income on energy and only a quarter (26%) say they do not need home energy advice
- Almost three quarters of Panel members (71%) described their general mental or emotional well being as either ‘very happy’ or ‘fairly happy’ and only 8% said they were unhappy (in the Improving Clackmannanshire survey undertaken in December 2008, the comparative figures were 81% and 7% respectively)
- Awareness of where to get assistance for a mental health problem is relatively high (70%), although the proportion not aware rises to 37% of those living in the regeneration areas

- Supporting businesses and getting people back into work as well as dealing with crime and the fear of crime were singled out by Panel members as two key priorities for Clackmannanshire now that there is a recession

Section 6. Training and Improving Skills

- Almost a third of Panel members would consider undertaking training, retraining or updating their skills at their local education college
- Flexible learning material sent to the home was the method preferred by the largest group of Panel members (29%), closely followed by evening classes (22%) and part time at college (19%)

Section 7. Communications from Agencies

- Fewer than one in five Panel members (17%) are aware who their local community constable is, falling to only 9% in the regeneration areas. Awareness of the community constable's website is also low (9%). However, more than half of this group (59%) would consider using the website in the future
- Local newspapers are the principal source of information for Panel members on crime and anti social behaviour (89%), with television (33%) and national newspapers (24%) serving as secondary sources
- The vast majority of Panel members have smoke detectors fitted to their home (93%) and more than half (53%) are aware of the home fire safety checks programme run by the Fire Service
- Being able to report a problem (41%) and making an application (20%) emerged as the two most popular features Panel members would like to see added, improved or expanded on the Council's website, while the ability to use a message board (19%), a library function (16%) and making payments (13%) also emerged as important developments
- In relation to a number of performance areas, Panel members are most interested in getting information on two in particular; planned improvements (49%) and information on local facilities (43%). Just over a quarter are also interested in information on how the Council is meeting its targets (29%) and the educational performance of schools (27%)

- How Clackmannanshire Council compares with other Councils would also be of interest to a significant proportion of Panel members (62%)
- Mixed views were recorded on Panel members' perceptions of the Council. However, the two main concerns raised were:
 - 46% felt they should be consulted more on how local services are delivered
 - 30% are not satisfied with the opportunities for participation in local decision making by the Council
- In relation to perceptions of Clackmannanshire, very positive views were recorded for its outstanding natural environment (71%), developing transport infrastructure (71%) and improving accessibility (60%)
- Conversely, the most negative perceptions related to it not being perceived as a safe community (36%), where health is not improving (27%) and not benefitting from economic revival (25%)

4. Clackmannanshire's Image

Panel members' image of Clackmannanshire was examined in terms of four main issues:

- The role of tourism
- Alloa town centre
- The Ochil Hills and Hillfoot villages
- Green spaces and the build environment

4.1 The Role of Tourism

There is a widespread belief among Panel members that Clackmannanshire has an effective tourism industry and has attractive natural and historical attractions. For example, almost three quarters (74%) agreed with the statement:

'I see tourism as an industry that can offer opportunities for individuals and businesses in the local economy of Clackmannanshire'

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Agree	67%	76%	74%
Neither agree nor disagree	23%	16%	17%
Disagree	10%	8%	9%

Two thirds (67%) also agreed with the statement:

'Clackmannanshire has attractive places to visit and things to do'

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Agree	50%	71%	67%
Neither agree nor disagree	25%	20%	21%
Disagree	25%	9%	12%

As illustrated in the table below, virtually all Panel members (97%) recognised the Ochils as a main visitor attraction in Clackmannanshire, with 74% also mentioning the area's historical attractions. Town centres and places to eat and drink were not regarded as major visitor attractions by many Panel members (8% and 18% respectively).

Main visitor attractions in Clackmannanshire

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Ochils	93%	98%	97%
Historic attractions	82%	73%	74%
Town centres	5%	9%	8%
Places to eat and drink	19%	18%	18%
Other	8%	9%	9%

Just under a third of Panel members (30%) have used the Tourist Information Centre, although 17% were not aware there was one (rising to 27% of those living in regeneration areas).

Used Tourist Information Centre

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	20%	33%	30%
No	53%	53%	53%
Didn't know there was one	27%	14%	17%

Given the poor perception of the town centres and places to eat and drink, it is not surprising that improvements to these feature highly as a way to encourage more visitors to Clackmannanshire. Typically two thirds believe improvements in these areas would help along with events (69%) while approximately half feel more marketing (49%) and outdoor activities (48%) would also help.

Things to encourage more visitors to the area

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
More marketing	30%	47%	44%
More attractive town centres	75%	69%	70%
Events	78%	67%	69%
Outdoor activities	55%	47%	48%
Better places to eat and drink	45%	64%	60%
Better places to stay	57%	65%	64%

4.2 Alloa Town Centre

A very high proportion of Panel members (86%) shop in Alloa town centre, with just over three quarters of this group (76%) shopping at least weekly. The main supermarkets are used by virtually all of these Panel members (99%), while 68% use non food shops and 43% other food shops.

Do you shop in Alloa town centre?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	91%	85%	86%
No	9%	15%	14%

How often do you shop in Alloa town centre?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
More than once a week	45%	43%	43%
Weekly	35%	33%	33%
Once or twice a month	19%	19%	19%
Less than once a month	1%	5%	5%

Base: all those that shop in Alloa town centre

What type of shops do you visit?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
ASDA/Tesco/Morrison	95%	99%	99%
Other food shops	45%	42%	43%
Non food shops	67%	68%	68%

Base: all those that shop in Alloa town centre

Reflecting the views expressed earlier, most Panel members (80%) do not think Alloa is an attractive town centre and there is significant support to improve it through a greater variety of shops (78%) and a smarter appearance (78%), while approximately half would like to see improvements to make it safer and cleaner and to provide better/more places to eat and drink.

Do you think Alloa is an attractive town centre?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	30%	18%	20%
No	70%	82%	80%

Suggested improvements for Alloa town centre:

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Greater variety of shops	84%	76%	78%
Cleaner	57%	54%	55%
Safer	54%	38%	41%
Better/more places to eat and drink	37%	57%	53%
Smarter appearance	70%	80%	78%

4.3 The Ochil Hills and Hillfoot villages

Panel members have mixed views on whether they feel the built and natural features within the Ochil Hills and Hillfoot villages are being adequately cared for. For example, the largest group (44%) said they 'weren't sure' while 35% felt they were not. Among this latter group, the

features they believe most at risk are the built heritage (86%) and the natural heritage (80%). Almost two thirds (64%) feel they should be managed and maintained by the local Council and approximately half agree they should be cared for by creating management and maintenance plans (54%) or through conservation by public bodies (50%).

Are the built and natural features within the Ochil hills and Hillfoot villages being adequately cared for?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	23%	20%	21%
No	25%	37%	35%
Not sure	52%	43%	44%

Which features do you feel are at risk?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Natural heritage (habitat, species, land formation)	88%	78%	86%
Built heritage (buildings, walls, archaeology that display the past)	94%	86%	86%
Cultural heritage (music, dance, language, skills, photographs)	24%	36%	35%

Base: respondents who feel features are not being adequately cared for.

How would you propose they should be cared for?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Conservation by volunteer groups	3%	48%	44%
Conservation by public bodies	85%	44%	50%
Creating management and maintenance plans	26%	59%	54%
Managed and maintained by the local Council	62%	64%	64%

Base: respondents who feel features are not being adequately cared for.

Relatively few Panel members (12%) said they get involved in Community Planning events to give their opinion on what goes on in the Ochils and Hillfoot villages. Of those who do not, almost two thirds (62%) said they do not feel they have had enough opportunity to get involved.

Do you get involved in Community Planning events to give your opinion on what goes on in the Ochils and Hillfoot villages?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	4%	14%	12%
No	96%	86%	88%

Do you feel you have had enough opportunity to get involved?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	22%	37%	34%
No	74%	59%	62%
Not stated	4%	4%	4%

Base: respondents who do not get involved.

Activity days are regarded as the most appealing of a range of possible Community Planning events about the Ochils and Hillfoot villages. Over half (54%) said they would be interested in attending these, while the other events were regarded as attractive by about a quarter of Panel members.

Community Planning events about the Ochils and Hillfoot villages you would be interested in attending

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Activity days	50%	55%	54%
Green mapping events	21%	18%	19%
Field workshop	22%	20%	20%
Ideas competitions	35%	22%	25%
Interactive displays	30%	21%	23%

Panel members would like to have a say on three main issues about the Ochils and Hillfoot villages; enhancement projects (44%), conservation projects (44%) and community involvement and participation (41%).

Key issues regarding the Ochils and Hillfoot villages you would like to have a say on

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Enhancement projects	37%	46%	44%
Conservation projects	31%	47%	44%
Training and learning opportunities	30%	23%	24%
Interpretation projects	2%	9%	8%
Community involvement and participation	35%	42%	41%

Just under one in ten Panel members (9%) get involved in volunteer projects with the area of the Ochil Hills and Hillfoot villages. There is also a significant core of those not currently involved who would like to get involved, particularly in nature conservation.

Do you get involved in volunteer projects within the area comprising the Ochils and Hillfoot villages?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	3%	10%	9%
No	97%	90%	91%

Would you like to get involved in:

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Nature conservation	35%	30%	31%
Access improvements	26%	14%	17%
Built heritage conservation	18%	17%	17%
Cultural heritage projects	16%	13%	13%

Base: all those NOT currently involved in volunteer projects in the area

The Ochil Hills are particularly popular among Panel members for walking (63%) and a similar proportion (66%) said they would like to use the hills more. The most popular improvements to the hills would be:

- Walking guides and maps (63%)
- A Visitor Centre (62%)
- Improved signage on routes

Make use of the Ochil Hills for:

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Running	0%	4%	3%
Walking	40%	69%	63%
Cycling	2%	11%	9%
I do not use the Ochil Hills	60%	30%	36%

Would you like to use the Ochil Hills more?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	64%	67%	66%
No	36%	33%	34%

Possible improvements to the Ochil Hills:

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Improved signage indicating routes and gradient	50%	62%	60%
Walking guides and maps to the area indicating routes and gradient	63%	63%	63%
Walking guides and maps distributed throughout the country available	35%	52%	49%
Wider bridges	4%	12%	10%
More ramps	12%	18%	16%
Audio guides	12%	12%	12%
Braille guides	12%	11%	11%
Visitor Centre in an accessible location with trained staff to explain the variety of ways to access the area	57%	63%	62%

Given the positive feedback above from Panel members, it is not surprising that most regard the Ochil Hills as important. Overall, 88% said the hills were important to them, with 61% saying they were 'very important'.

How important are the Ochil Hills to you?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Very important	46%	64%	61%
Quite important	30%	26%	27%
Not important	14%	6%	8%
Not sure	10%	4%	4%

Awareness of the industrial heritage of the Ochils is fairly high (53%, although falling to 32% in the regeneration areas). However, over half (57%) feel there is not enough opportunity to learn about the nature, built and cultural heritage of the Ochils and Hillfoot villages and would like to see this improved in two main ways:

- A Visitor Centre (81%)
- A Website (65%)

Aware of the industrial heritage of the Ochils?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	32%	58%	53%
No	39%	31%	33%
Not sure	29%	11%	14%

Do you feel there is enough opportunity to learn about the nature, built and cultural heritage content of the Ochil Hills and Hillfoot villages?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	11%	13%	12%
No	55%	58%	57%
Not sure	34%	29%	31%

How would you like to see this improve?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Visitor Centre	78%	81%	81%
Newsletter	38%	34%	35%
Web site	58%	67%	65%
Community participation events	26%	35%	33%
Posters/leaflets in each town and village	37%	49%	47%
Radio advertisements	28%	14%	17%
Television advertisements	36%	29%	29%
Newspaper	51%	38%	41%

Base: all those who felt there is not enough opportunity to learn about the nature, built and cultural heritage content of the Ochil Hills and Hillfoot villages.

4.4 Green Spaces and the Built Environment

Parks and gardens, natural and semi natural green space and footpaths are the three types of green spaces in Clackmannanshire visited most frequently by Panel members, while allotments and community gardens are visited by relatively few. Panel members living in the regeneration areas tend to visit these green spaces less frequently than those living in the rest of Clackmannanshire.

How often did you visit the following green spaces in Clackmannanshire in the last year?

Clackmannanshire						
	Daily	Weekly	Fortnightly	Monthly	Less than monthly	Never
Parks and gardens	11%	25%	10%	14%	25%	7%
Outdoor sports facilities	1%	13%	1%	6%	23%	37%
Natural and semi natural green space	10%	27%	6%	12%	24%	11%
Amenity green space	4%	17%	3%	9%	26%	23%
Children's play areas	8%	13%	7%	5%	15%	37%
Allotments and community gardens	2%	1%	1%	1%	8%	70%
Leisure routes	4%	18%	7%	17%	16%	20%
Cemeteries/churchyards	1%	12%	5%	10%	25%	33%
Footpaths	21%	26%	4%	13%	19%	8%
Cyclepaths	3%	10%	6%	6%	17%	40%

Regeneration Areas						
	Daily	Weekly	Fortnightly	Monthly	Less than monthly	Never
Parks and gardens	14%	20%	14%	9%	17%	17%
Outdoor sports facilities	1%	7%	0%	1%	16%	48%
Natural and semi natural green space	7%	18%	2%	9%	29%	17%
Amenity green space	4%	9%	2%	6%	25%	29%
Children's play areas	5%	17%	14%	6%	8%	33%
Allotments and community gardens	0%	0%	0%	0%	3%	71%
Leisure routes	1%	14%	12%	7%	14%	32%
Cemeteries/churchyards	0%	4%	9%	14%	25%	28%
Footpaths	13%	31%	1%	9%	20%	14%
Cyclepaths	4%	5%	1%	4%	7%	55%

Rest of Clackmannanshire						
	Daily	Weekly	Fortnightly	Monthly	Less than monthly	Never
Parks and gardens	11%	26%	9%	15%	27%	5%
Outdoor sports facilities	1%	14%	2%	8%	25%	35%
Natural and semi natural green space	11%	29%	6%	13%	22%	9%
Amenity green space	4%	19%	3%	10%	26%	21%
Children's play areas	8%	12%	5%	5%	16%	38%
Allotments and community gardens	2%	1%	1%	1%	10%	70%
Leisure routes	5%	19%	6%	20%	17%	16%
Cemeteries/churchyards	1%	14%	4%	9%	24%	35%
Footpaths	23%	25%	5%	14%	18%	6%
Cyclepaths	3%	11%	8%	6%	19%	37%

The green spaces are most often visited on foot (76%) and just over half of Panel members (57%) also travel by car (although this falls to 37% among those living in the regeneration areas).

How do you usually travel to these open spaces?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Walk	68%	78%	76%
Cycle	7%	12%	11%
Car/motorbike	37%	62%	57%
Public transport	19%	4%	7%
Other	2%	2%	2%

There is a high level of support for public art to be displayed in public parks and gardens. Almost two thirds (62%) agree with this, while only 19% disagree.

Do you think that public art such as sculptures/murals should be displayed in public parks and gardens?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	52%	64%	62%
No	21%	19%	19%
Not sure	27%	17%	19%

The importance of green space to Panel members is reflected in the fact that a very high proportion (82%) agreed with the statement:

‘Open spaces and facilities contribute to my quality of life’

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Agree	68%	86%	82%
Neither agree nor disagree	29%	11%	14%
Disagree	3%	3%	4%

A significant proportion of Panel members (43%) visited sights and buildings in Clackmannanshire in the last year for their historical or architectural value. However, there are mixed views on whether Clackmannanshire’s built heritage is well looked after. Overall, 39% feel it is, but 16% feel it is not and 45% are not sure. When the views of those who have visited sites in the last year are identified, these are more positive, with 53% of this group saying they feel the built heritage is well looked after.

Have you ever visited any sights or buildings in Clackmannanshire over the last year for their historic or architectural value?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	44%	43%	43%
No	56%	57%	57%

Do you feel that Clackmannanshire's built heritage is well looked after?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	37%	39%	39%
No	14%	17%	16%
Not sure	49%	44%	45%

5. The Effects of the Economic Downturn

The main changes in Panel members' plans which have been brought about by the economic downturn relate to taking a holiday (33% but rising to 45% of those in regeneration areas). Over a quarter of those in employment (26%) do not feel their job is safe and 17% are concerned about the safety of their partner's job. Over half of all Panel members who are currently in employment say they would not be confident they could get another job if they were made redundant.

Has the recession forced you to make any of the following changes to your plans for the next 12 months?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Move house	9%	8%	8%
Take a holiday	45%	31%	33%
Start a family	0%	4%	3%
Get married	7%	5%	5%
Learn a new skill/retrain	16%	8%	10%

If employed, do you feel your job is safe?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	40%	58%	55%
No	31%	25%	26%
Don't know	29%	17%	19%

Partner's job safe?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	32%	68%	62%
No	21%	17%	17%
Don't know	47%	15%	21%

If made redundant, how confident would you be that you could get another job?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Not confident	69%	50%	53%
Quite confident	28%	42%	39%
Very confident	3%	8%	8%

Over half of all Panel members (53%) said they are feeling more anxious about their finances compared to a year ago. This is also reflected by the fact that a third of panel members stated they are financially worse off now compared to three months and a year ago. Most (60%) expect to see no change to their financial circumstances in the next year, although 26% expect to be worse off. Relatively few Panel members (18%) also said they had been saving more since the recession.

Feeling more or less anxious about your finances than 12 months ago?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
More	56%	52%	53%
Less	5%	6%	6%
The same	34%	39%	38%

How has your own personal economic situation changed over the last 3 months, and the last 12 months?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	3 months	12 months	3 months	12 months	3 months	12 months
I am financially better off	7%	7%	7%	10%	7%	9%
I am financially worse off	31%	33%	34%	32%	34%	33%
Stayed about the same	38%	42%	45%	45%	43%	44%
Not stated	24%	18%	14%	13%	16%	14%

In the next 12 months, do you expect to be better off, worse off or about the same?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Better off	13%	12%	12%
Worse off	32%	25%	26%
About the same	53%	62%	60%
Not stated	2%	1%	2%

Have you been saving more since the recession?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	22%	17%	18%
No	57%	52%	53%
The same	20%	29%	28%
Not stated	1%	2%	1%

There is a more positive outlook among Panel members when comparing their experience of the recession with that presented in the media (55% feel their personal experience is not as bad). Almost half (45%) are optimistic about the future, although the largest group (48%) think the recession will not end until after 2011.

How does your personal experience of the current economic situation compare to what you see in the media?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Not as bad	43%	58%	55%
About the same	40%	33%	35%
Worse	15%	7%	9%
Not stated	2%	2%	1%

How do you feel about the future?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Pessimistic	24%	15%	17%
Optimistic	30%	48%	45%
Neutral	45%	35%	37%
Not stated	1%	2%	1%

When do you think the recession will end?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
2010	17%	17%	17%
2011	27%	33%	32%
After 2011	54%	47%	48%
Not stated	2%	3%	3%

When asked to identify their main concern over the coming year, different issues emerged for those living in the regeneration areas and those living elsewhere. Those living in the regeneration areas identified a number of concerns including food costs (14%), being able to pay their mortgage each month (13%) and seeing the value of their home drop (10%). Conversely, those living elsewhere in Clackmannanshire identified more strongly with seeing their investments drop (28%).

Which of these factors is your main concern over the coming year?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Seeing your investments drop	9%	28%	24%
Seeing the value of your home drop	10%	11%	11%
Being unable to pay your rent each month	3%	5%	5%
Being unable to pay your mortgage each month	13%	2%	4%
Losing your job	4%	7%	7%
Reduction in salary and/or working hours	4%	4%	4%
Food costs	14%	11%	12%
Utility costs	9%	9%	9%
Being unable to pay other monthly bills	5%	2%	3%
Transport costs	2%	2%	2%

Between a third and half of Panel members said they are now spending less compared to a year ago on the following:

- Luxury goods (53%)
- Entertainment (45%)
- Home improvements (40%)
- Day trips/visits (39%)
- Holidays (38%)

Conversely, a significant number of Panel members are now paying more for:

- Bills (63%)
- Supermarket shopping (58%)
- Home energy consumption (53%)
- Transport (49%)

Are you spending more or less on each of the following compared to 12 months ago?

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	More	Less	No change	More	Less	No change	More	Less	No change
Supermarket shopping	61%	15%	22%	58%	15%	26%	58%	15%	26%
Entertainment	14%	42%	27%	5%	45%	41%	7%	45%	39%
Sport/exercise	7%	31%	36%	7%	17%	62%	7%	20%	57%
Home improvements	11%	41%	28%	18%	39%	36%	17%	40%	34%
Home energy consumption	41%	10%	35%	55%	11%	31%	53%	11%	31%
Day trips/visits	19%	42%	16%	7%	38%	46%	9%	39%	40%
Holidays	20%	40%	17%	17%	37%	39%	18%	38%	35%
Bills	56%	9%	24%	65%	3%	27%	63%	4%	26%
Transport	46%	14%	19%	49%	6%	36%	49%	8%	33%
Luxury goods	10%	52%	21%	8%	53%	33%	8%	53%	30%

Balancing % 'Not Stated'

Only 2% of Panel members are members of a local credit union. Awareness that they can get free money advice at the Clackmannanshire CAB is relatively high (68%), although this has fallen by 10% since 2008. Awareness of the other sources of free money advice is relatively low.

Are you a member of a local Credit Union?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	4%	1%	2%
No	89%	83%	84%
Never heard of Credit Unions	7%	16%	14%

Are you aware of any of the following where you can access free money advice?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Clackmannanshire CAB	80%	65%	68%
Local Authority Money Advice Team	19%	16%	17%
Trading Standards Consumer Advice	25%	35%	33%
National Debt Line	43%	34%	36%
Internet support sites	20%	25%	24%
Advocacy	8%	11%	10%
Local Authority Housing Support Team	22%	11%	13%

Only 5% of Panel members accessed debt support in the last year (rising to 11% of those in the regeneration areas), with support provided through Clackmannanshire CAB, internet support sites and the Local Authority Housing Support Team.

Have you accessed any debt support in the last 12 months?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	11%	3%	5%
No	89%	95%	94%
Not stated	0%	2%	1%

What kind of support have you used?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Clackmannanshire CAB	33%	11%	21%
Local Authority Money Advice Team	7%	0%	3%
Trading Standards Consumer Advice	7%	0%	3%
National Debt Line	0%	5%	3%
Internet support sites	47%	0%	21%
Advocacy	0%	0%	0%
Local Authority Housing Support Team	0%	37%	21%

Base: all respondents who accessed debt support in the last 12 months

A significant proportion of Panel members (51%) spend 10% or more of their income on energy and only a quarter (26%) say they do not need home energy advice. Just over a third (34%) have received advice from their energy supplier, with the Council also providing advice to 15%.

What percentage of your income do you spend on energy?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
More than 20%	11%	15%	14%
20%	10%	5%	6%
15-19%	7%	5%	6%
10-14%	12%	14%	14%
10%	11%	11%	11%
Less than 10%	9%	25%	22%
Don't know	38%	22%	25%
Not stated	2%	2%	2%

Have you received home energy advice from any of the following?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Clackmannanshire Council	15%	15%	15%
Energy Saving Scotland Advice Centre	12%	11%	11%
Your energy supplier (e.g. Scottish Gas)	31%	34%	34%
A Government scheme (e.g. Warm Deal)	5%	8%	7%
Insulation or heating company	12%	13%	13%
Friends or family	10%	13%	12%
Need advice but don't know where to get it	11%	4%	5%
Don't need home energy advice	26%	26%	26%

Most Panel members use the new rail link for leisure trips and days out (60%), with 32% using it for shopping and only 9% for commuting (typically less than 2-3 days a week).

Do you use the new railway link for any of the following activities?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
To get to work	5%	10%	9%
For shopping	30%	32%	32%
For leisure trips/days out	55%	61%	60%

How often do you use the train to travel to work?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Every day	0%	2%	1%
2-3 days a week	0%	2%	2%
Less than 2-3 days a week	5%	6%	6%

Almost three quarters of Panel members (71%) described their general mental or emotional well being as either 'very happy' or 'fairly happy' and only 8% said they were unhappy (in the Improving Clackmannanshire survey undertaken in December 2008, the comparative figures were 81% and 7% respectively).

Which statement comes closest to describing how you feel about your general mental or emotional well being at the moment?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Very happy	18%	21%	20%
Fairly happy	43%	53%	51%
Neither happy nor unhappy	25%	19%	20%
Fairly unhappy	10%	6%	7%
Very unhappy	1%	1%	1%

Awareness of where to get assistance for a mental health problem is relatively high (70%), although the proportion not aware rises to 37% of those living in the regeneration areas. Just under a third of Panel members (30%) said they were 'quite' or 'very' stressed in the last week and the following were identified as influencing mental well being 'very much':

- Physical well being (65%)
- Support from families (64%)
- Financial security (62%)
- Feeling in control of own decisions (62%)

Do you know how to get assistance if you or a member of your family has a mental health problem?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	61%	72%	70%
No	37%	25%	28%
Not stated	2%	3%	2%

In the last week how stressed would you say you were?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Not stressed at all	16%	24%	23%
A little stressed	53%	43%	45%
Quite stressed	16%	21%	20%
Very stressed	13%	10%	10%
Don't know	2%	2%	2%

Which of the following factors influence your level of mental well-being?

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	Not at all	A little	Very much	Not at all	A little	Very much	Not at all	A little	Very much
Job security	19%	22%	27%	28%	22%	27%	27%	22%	27%
Supportive colleagues	14%	42%	11%	28%	27%	23%	25%	30%	20%
Support from families	9%	25%	51%	8%	16%	67%	8%	18%	64%
Support from friends	11%	34%	41%	8%	34%	47%	9%	34%	45%
Financial security	7%	17%	60%	5%	23%	62%	6%	22%	62%
Housing conditions	19%	12%	44%	18%	22%	47%	18%	20%	46%
Physical well being	4%	24%	59%	8%	18%	68%	7%	19%	66%
Participating in sport/exercise	20%	37%	15%	22%	32%	33%	21%	33%	29%
Enjoying the environment	13%	35%	30%	10%	39%	42%	11%	39%	40%
Feeling in control of your own decisions	7%	17%	64%	8%	22%	62%	8%	21%	62%
Feeling able to trust others	13%	27%	49%	6%	28%	57%	8%	28%	55%

Balancing % 'not stated'

Supporting businesses and getting people back into work as well as dealing with crime and the fear of crime were singled out by Panel members as two key priorities for Clackmannanshire now that there is a recession. Approximately half of Panel members also referred to the need to

develop children and young people, promoting health and well being and tackling poverty and supporting vulnerable people.

Now that we are in a recession, which of the following do you think are particular priorities for Clackmannanshire?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Tourism, culture and promoting Clackmannanshire	28%	40%	37%
Crime and fear of crime	71%	62%	64%
Improving housing	45%	21%	25%
Creating a better physical environment	21%	25%	24%
Encouraging people to be more environmentally friendly	27%	34%	33%
Improving transport	18%	22%	21%
Supporting businesses and getting people back to work	84%	77%	78%
Promoting health and well being	41%	46%	45%
Tackling poverty and supporting vulnerable people	60%	40%	44%
Improving educational attainment	31%	35%	35%
Developing children and young people	52%	57%	56%
Involving and engaging communities	20%	26%	25%

6. Training and Improving Skills

Almost a third of Panel members would consider undertaking training, retraining or updating their skills at their local education college, most of whom would like to find out about what courses are on offer through the college website or prospectus.

Would you consider undertaking training, retraining or updating your skills at your local further education college?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	37%	30%	31%
No	44%	49%	48%
Don't know	14%	12%	13%
Not stated	5%	9%	8%

How would you like to find out about what courses are on offer?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
College web site	77%	70%	72%
College prospectus	69%	57%	60%
An open day	27%	40%	37%
Drop in sessions	21%	31%	29%

Base: all those that would consider undertaking training, retraining or updating their skills

This group of Panel members expressed interest in a wide range of courses but with the most popular being business courses (36%) and IT (33%).

What type of training or skills updating course would you be interested in undertaking?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Hairdressing	0%	1%	1%
Hospitality	4%	9%	8%
Engineering/motor vehicle	4%	6%	6%
Languages	27%	15%	17%
Higher and Intermediate qualifications	25%	16%	18%
Business courses	42%	34%	36%
Science	2%	7%	6%
I.T.	38%	31%	33%
Construction	8%	7%	7%
Child care	2%	21%	17%
Horticulture/landscaping	2%	13%	10%
Access to higher education	12%	22%	20%

Base: all those that would consider undertaking training, retraining or updating their skills

Flexible learning material sent to the home was the method preferred by the largest group of Panel members (29%), closely followed by evening classes (22%) and part time at college (19%). Financial support was singled out as the help needed by most to undertake a college course.

How would you like to study for your college course?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Full time at college (18 hours per week)	20%	12%	14%
Part time at college (less than 18 hours per week)	18%	19%	19%
Evening classes at college	20%	23%	22%
On line at home	16%	17%	17%
Have flexible learning material (distance learning packs) sent to your home	27%	29%	29%

Base: all those that would consider undertaking training, retraining or updating their skills

Would any of the following help you to undertake a college course?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Financial Support	62%	33%	39%
Child care	19%	6%	9%
Learning support	16%	8%	10%
Previous qualifications	7%	12%	11%

7. Communications from Agencies

Fewer than one in five Panel members (17%) are aware who their local community constable is, falling to only 9% in the regeneration areas. Awareness of the community constable's website is also low (9%). However, more than half of this group (59%) would consider using the website in the future.

Do you know who your local community constable is?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	9%	19%	17%
No	91%	79%	81%
Not stated	0%	2%	2%

Are you aware that your local community police officer has their own personal web site which highlights local news and allows you to contact them by email?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	7%	9%	9%
No	93%	89%	90%
Not stated	0%	25	1%

Would you consider using these web sites in the future?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	49%	61%	59%
No	21%	12%	14%
Not sure	30%	27%	27%

Base: respondents who are aware their local community police officer has a website

Local newspapers are the principal source of information for Panel members on crime and anti social behaviour (89%), with television (33%) and national newspapers (24%) serving as secondary sources.

How do you currently find out about crime/anti social behaviour news in your local area?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Central Scotland Police web site	0%	5%	4%
Other internet sites	1%	2%	2%
Local newspapers	91%	89%	89%
National newspapers	16%	25%	24%
Television/radio	35%	32%	33%
Other	17%	15%	16%

The vast majority of Panel members have smoke detectors fitted to their home (93%) and more than half (53%) are aware of the home fire safety checks programme run by the Fire Service.

Do you have a smoke detector fitted to your home?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	94%	93%	93%
No	5%	6%	6%
Not stated	1%	1%	1%

Are you aware of the Home Fire Safety Check programme run by your local Fire Service?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	54%	53%	53%
No	45%	45%	45%
Not stated	1%	2%	2%

Just over three quarters of Panel members (76%) say they switch off electrical appliances at night, rising to 87% of those in the regeneration areas.

Do you switch off electrical appliances, such as dishwashers, washing machines and heaters at night?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	87%	73%	76%
No	13%	26%	23%
Not stated	0%	1%	1%

Typically between 40%-50% of Panel members rate key aspects of the Council's website as 'very good' or 'fairly good', with its accessibility and usability scoring highest (51%), closely followed by its use of plain language (47%). If those saying they 'don't know' how to rate the website are excluded, these figures rise to 74% and 68% respectively.

How do you rate the Council's website for the following?

Clackmannanshire					
	Very Good	Fairly Good	Fairly Poor	Very Poor	Don't know
Accessibility and usability	13%	38%	3%	1%	31%
Comprehensive content	9%	36%	4%	1%	32%
Relevance to the community	10%	31%	9%	1%	31%
Up to date content	9%	26%	14%	1%	33%
Use of plain language	11%	36%	5%	0%	31%
Use of search	6%	31%	8%	5%	34%

Balancing % 'Not Stated'

Regeneration Areas					
	Very Good	Fairly Good	Fairly Poor	Very Poor	Don't know
Accessibility and usability	15%	23%	5%	0%	42%
Comprehensive content	11%	20%	3%	1%	45%
Relevance to the community	11%	22%	1%	2%	45%
Up to date content	11%	19%	5%	0%	45%
Use of plain language	10%	25%	1%	0%	43%
Use of search	5%	21%	4%	1%	49%

Balancing % 'Not Stated'

Rest of Clackmannanshire					
	Very Good	Fairly Good	Fairly Poor	Very Poor	Don't know
Accessibility and usability	13%	42%	3%	1%	28%
Comprehensive content	9%	40%	5%	1%	29%
Relevance to the community	10%	33%	10%	1%	28%
Up to date content	9%	28%	16%	1%	30%
Use of plain language	11%	39%	5%	0%	28%
Use of search	6%	35%	9%	6%	30%

Balancing % 'Not Stated'

Being able to report a problem (41%) and making an application (20%) emerged as the two most popular features Panel members would like to see added, improved or expanded on the Council's website, while the ability to use a message board (19%), a library function (16%) and making payments (13%) also emerged as important developments.

Which of the following features would you like to see added, improved or expanded on the Council's website?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Chief Executive's Blog	2%	4%	4%
General content	9%	15%	14%
General site design	5%	8%	7%
Library function	15%	16%	16%
Mapping function	5%	13%	11%
Making an application	22%	19%	20%
Making payments	21%	12%	13%
Clackmannanshire council message board	18%	19%	19%
Personalisation	4%	3%	3%
Reporting a problem	42%	40%	41%

In relation to a number of performance areas, Panel members are most interested in getting information on two in particular; planned improvements (49%) and information on local facilities (43%). Just over a quarter are also interested in information on how the Council is meeting its targets (29%) and the educational performance of schools (27%). How Clackmannanshire Council compares with other Councils would also be of interest to a significant proportion of Panel members (62%).

Which of the following performance areas are you interested in getting more information on?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Information about the Council's finances	19%	19%	19%
Information on local facilities	45%	43%	43%
Educational performance of schools	36%	25%	27%
Progress reports on how the Council is meeting its targets	30%	28%	29%
Regeneration initiatives	17%	19%	19%
Information on targets set by the Council	19%	17%	17%
Planned improvements	64%	45%	49%
Progress on Clackmannanshire's Single Outcome Agreement	6%	6%	6%
None of the above	10%	13%	12%
Other, please state	0%	1%	1%

How would you like to see the Council's performance presented?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
As a graph	25%	22%	22%
As a set of figures	22%	21%	21%
Historical Information	9%	15%	14%
How we compare with other Councils	58%	63%	62%

Mixed views were recorded on Panel members' perceptions of the Council. Approximately half tended not to agree or disagree with four statements about the Council. However, the two main concerns raised were in relation to:

- 46% felt they should be consulted more on how local services are delivered
- 30% are not satisfied with the opportunities for participation in local decision making by the Council

Do you agree or disagree with the following statements about the Council?

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	Agree	Neither agree nor disagree	Disagree	Agree	Neither agree nor disagree	Disagree	Agree	Neither agree nor disagree	Disagree
Clackmannanshire Council meets or exceeds expectations in communicating with me	19%	51%	21%	10%	57%	28%	12%	56%	26%
I feel that I should be consulted more on how local services are delivered	35%	45%	9%	49%	38%	6%	46%	39%	6%
Taking everything into account, I am satisfied with the way the Council runs things	26%	49%	20%	26%	47%	23%	26%	47%	23%
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	17%	52%	23%	13%	49%	31%	14%	50%	30%

Balancing % 'Not Stated'

In relation to perceptions of Clackmannanshire, very positive views were recorded for:

- Its outstanding natural environment (71%)
- A developing transport infrastructure (71%)

- Improving accessibility (60%)

Conversely, the most negative perceptions related to it not being perceived as a safe community (36%), where health is not improving (27%) and not benefitting from economic revival (25%).

Do you agree or disagree with the following statements about Clackmannanshire?

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	Agree	Neither agree nor disagree	Disagree	Agree	Neither agree nor disagree	Disagree	Agree	Neither agree nor disagree	Disagree
It has an outstanding natural environment	46%	36%	8%	77%	15%	5%	71%	19%	6%
It is benefiting from economic revival	13%	48%	28%	21%	56%	25%	19%	49%	25%
It is developing its transport infrastructure	54%	31%	9%	75%	15%	7%	71%	18%	8%
It is improving its accessibility	57%	32%	4%	61%	28%	7%	60%	29%	6%
It is a cost effective living and business location	22%	48%	20%	33%	49%	14%	31%	49%	15%
It is a safe community	9%	34%	48%	17%	46%	33%	16%	44%	36%
It is a community where health is improving	11%	50%	34%	16%	56%	25%	15%	55%	27%

Balancing % 'Not Stated'

Appendix 1 Questionnaire



Dear Panel Member,

**Clacks 1000
Attitudes to Clackmannanshire in 2009**

Enclosed with this letter is the sixth survey of the Clacks 1000. The survey looks mainly at three areas on which agencies in Clackmannanshire would like feedback: the effects of the economic downturn; the image and attractiveness of the local area, and; how agencies communicate with you. Responses to this survey will help in planning a variety of local services and improvements.

The Clackmannanshire Alliance * greatly appreciates your willingness to let agencies and services know how you feel about local services on a regular basis. You will remember that, as part of the recruitment exercise to the Clacks 1000, you completed a questionnaire on 'Improving Clackmannanshire'. The results of this survey have been widely shared and have been very valuable to the Alliance. The enclosed summary sets out some of the main findings of this survey. You can also access more information about the Clacks 1000 and the full report from the survey on Clacksweb at <http://www.clacksweb.org.uk/community/clacks1000> .

Hexagon Research and Consulting is managing the Clacks 1000 on behalf of the Alliance. Please complete the enclosed questionnaire and return to Hexagon in the FREEPOST envelope within the next two weeks. If you have any questions about the Clacks 1000 or any of the reports produced, please contact Hexagon free on 0800 121 4897.

Thank you for your participation in this important survey.

Janet K. Cadenhead

Councillor Janet Cadenhead
Chair of Clackmannanshire Alliance

* Clackmannanshire Alliance is the Community Planning Partnership responsible for co-ordinating the wide range of local services provided by public agencies including Clackmannanshire Council, NHS Forth Valley, Central Scotland Police, Central Scotland Fire and Rescue Service, the Voluntary Sector and others.

Section 1: Clackmannanshire's Image

Q1. To what extent do you agree or disagree with the statement 'I see tourism as an industry that can offer opportunities for individuals and businesses in the local economy of Clackmannanshire'?

- Agree 1
- Neither agree nor disagree 2
- Disagree 3

Q2. To what extent do you agree or disagree with the statement 'Clackmannanshire has attractive places to visit and things to do'?

- Agree 1
- Neither agree nor disagree 2
- Disagree 3

Q3. What do you think are the main visitor attractions in Clackmannanshire? Please tick all that apply.

- Ochils 1
- Historic attractions 1
- Town centres 1
- Places to eat and drink 1
- Other 1

Q4. Have you used the tourist information centre until recently based at Sterling Mills retail village and formerly at Alva?

- Yes 1
- No 2
- Didn't know there was one 3

Q5. What kind of things do you think would encourage more visitors to the area? Please tick all that apply.

- More marketing 1
- More attractive town centres 1
- Events 1
- Outdoor activities 1
- Better places to eat and drink 1
- Better places to stay 1

Q6. Do you shop in Alloa town centre?

- Yes 1 Go To Q7
No 2 Go To Q9

Q7. How often do you shop in Alloa town centre?

- More than once a week 1
Weekly 2
Once or twice a month 3
Less than once a month 4

Q8. What type of shops do you visit in Alloa town centre? Tick all that apply.

- ASDA/Tesco/Morrison 1
Other food shops 1
Non food shops 1

Q9. Do you think Alloa is an attractive town centre?

- Yes 1
No 2

Q10. What improvements would you like to see in Alloa town centre? Tick all that apply

- Greater variety of shops 1
Cleaner 1
Safer 1
Better/more places to eat and drink 1
Smarter appearance 1

Q11. Do you feel that the built and natural features within the Ochil hills and Hillfoot villages are being adequately cared for?

- Yes 1 Go To Q14
No 2 Go To Q12
Not sure 3 Go To Q14

Q12. Which features do you feel are at risk? Tick all that apply.

- Natural heritage** (habitat, species, land formation) 1
Built heritage (buildings, walls, archaeology that display the past) 1
Cultural heritage (music, dance, language, skills, photographs) 1

Q13. How would you propose they should be cared for? Tick all that apply.

- | | |
|---|----------------------------|
| Conservation by volunteer groups | <input type="checkbox"/> 1 |
| Conservation by public bodies | <input type="checkbox"/> 1 |
| Creating management and maintenance plans | <input type="checkbox"/> 1 |
| Managed and maintained by the local Council | <input type="checkbox"/> 1 |

Q14. Do you get involved in Community Planning events to give your opinion on what goes on in the Ochils and Hillfoot villages?

- | | |
|-----|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |

Q15. Do you feel you have had enough opportunity to get involved?

- | | |
|-----|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |

Q16. What sort of Community Planning events about the Ochils and Hillfoot villages would you be interested in attending? Please tick all that apply.

- | | |
|----------------------|----------------------------|
| Activity days | <input type="checkbox"/> 1 |
| Green mapping events | <input type="checkbox"/> 1 |
| Field workshop | <input type="checkbox"/> 1 |
| Ideas competitions | <input type="checkbox"/> 1 |
| Interactive displays | <input type="checkbox"/> 1 |

Q17. What key issues regarding the Ochils and Hillfoot villages would you like to have a say on? Please tick all that apply.

- | | |
|---|----------------------------|
| Enhancement projects | <input type="checkbox"/> 1 |
| Conservation projects | <input type="checkbox"/> 1 |
| Training and learning opportunities | <input type="checkbox"/> 1 |
| Interpretation projects | <input type="checkbox"/> 1 |
| Community involvement and participation | <input type="checkbox"/> 1 |

Q18. Do you get involved in volunteer projects within the area comprising the Ochils and Hillfoot villages?

- | | |
|-----|--------------------------------------|
| Yes | <input type="checkbox"/> 1 Go to Q20 |
| No | <input type="checkbox"/> 2 Go to Q19 |

Q19. Would you like to get involved in any of the following projects? Please tick all that apply.

- | | |
|-----------------------------|----------------------------|
| Nature conservation | <input type="checkbox"/> 1 |
| Access improvements | <input type="checkbox"/> 1 |
| Built heritage conservation | <input type="checkbox"/> 1 |
| Cultural heritage projects | <input type="checkbox"/> 1 |

Q20. Do you use the Ochil Hills for any of the following activities? Please tick all that apply.

- | | |
|------------------------------|----------------------------|
| Running | <input type="checkbox"/> 1 |
| Walking | <input type="checkbox"/> 1 |
| Cycling | <input type="checkbox"/> 1 |
| I do not use the Ochil Hills | <input type="checkbox"/> 1 |

Q21 Would you like to use the Ochil Hills more?

- | | |
|-----|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |

Q22. Would you like to see any of the following improvements to the Ochil Hills? Please tick all that apply.

- | | |
|---|----------------------------|
| Improved signage indicating routes and gradient | <input type="checkbox"/> 1 |
| Walking guides and maps to the area indicating routes and gradient | <input type="checkbox"/> 1 |
| Walking guides and maps distributed throughout the country available | <input type="checkbox"/> 1 |
| Wider bridges | <input type="checkbox"/> 1 |
| More ramps | <input type="checkbox"/> 1 |
| Audio guides | <input type="checkbox"/> 1 |
| Braille guides | <input type="checkbox"/> 1 |
| Visitor Centre in an accessible location with trained staff to explain the variety of ways to access the area | <input type="checkbox"/> 1 |

Q23. How important are the Ochil Hills to you?

- | | |
|-----------------|----------------------------|
| Very important | <input type="checkbox"/> 1 |
| Quite important | <input type="checkbox"/> 2 |
| Not important | <input type="checkbox"/> 3 |
| Not sure | <input type="checkbox"/> 4 |

Q24. Are you aware of the industrial heritage of the Ochils?

- Yes 1
- No 2
- Not sure 3

Q25. Do you feel there is enough opportunity to learn about the nature, built and cultural heritage content of the Ochil Hills and Hillfoot villages? (e.g. visitor centres, posters, leaflets, events etc)

- Yes 1 Go to Q27
- No 2 Go to Q26
- Not sure 3 Go to Q27

Q26. How would you like to see this improve? Please tick all that apply.

- Visitor Centre 1
- Newsletter 1
- Web site 1
- Community participation events 1
- Posters/leaflets in each town and village 1
- Radio advertisements 1
- Television advertisements 1
- Newspaper advertisements 1

Q27. How often did you visit the following green spaces in Clackmannanshire in the last year?

	Daily	Weekly	Fortnightly	Monthly	Less than monthly	Never
Parks and gardens	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Outdoor sports facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Natural and semi natural green space	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Amenity green space	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Children's play areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Allotments and community gardens	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Leisure routes	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Cemeteries/churchyards	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Footpaths	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Cyclepaths	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q28. How do you usually travel to these open spaces?

- | | |
|------------------|----------------------------|
| Walk | <input type="checkbox"/> 1 |
| Cycle | <input type="checkbox"/> 1 |
| Car/motorbike | <input type="checkbox"/> 1 |
| Public transport | <input type="checkbox"/> 1 |
| Other | <input type="checkbox"/> 1 |

Q29. Do you think that public art such as sculptures/murals should be displayed in public parks and gardens?

- | | |
|----------|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |
| Not sure | <input type="checkbox"/> 3 |

Q30. To what extent do you agree or disagree with the statement 'Open spaces and facilities contribute to my quality of life'?

- | | |
|----------------------------|----------------------------|
| Agree | <input type="checkbox"/> 1 |
| Neither agree nor disagree | <input type="checkbox"/> 2 |
| Disagree | <input type="checkbox"/> 3 |

Q31. Have you ever visited any sights or buildings in Clackmannanshire over the last year for their historic or architectural value?

- | | |
|-----|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |

Q32. Do you feel that Clackmannanshire's build heritage is well looked after?

- | | |
|----------|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |
| Not sure | <input type="checkbox"/> 3 |

Section 2. The Effects of the Economic Downturn

This section asks you about the recent downturn in the economy.

Q33. Has the recession forced you to make any of the following changes to your plans for the next 12 months (i.e. do sooner, or postpone)? Please tick all that apply.

- | | |
|---------------------------|----------------------------|
| Move house | <input type="checkbox"/> 1 |
| Take a holiday | <input type="checkbox"/> 1 |
| Start a family | <input type="checkbox"/> 1 |
| Get married | <input type="checkbox"/> 1 |
| Learn a new skill/retrain | <input type="checkbox"/> 1 |

Q34.If you are employed, do you feel your job is safe?

- Yes 1
No 2
Don't know 3

Q35.If you are in a relationship, do you feel your partner's job is safe?

- Yes 1
No 2
Don't know 3

Q36. If you were made redundant, how confident would you be that you could get another job?

- Not confident 1
Quite confident 2
Very confident 3

Q37. Are you feeling more or less anxious about your finances that 12 months ago?

- More 1
Less 2
The same 3

Q38.In terms of your own personal economic situation, do you feel this has changed over the last 3 months and the last 12 months?

- | | Over last 3 months | Over last 12 months |
|-----------------------------|----------------------------|----------------------------|
| I am financially better off | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |
| I am financially worse off | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 |
| Stayed about the same | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 |

Q39. In the next 12 months, do you expect to be better off, worse off or about the same?

- Better off 1
Worse off 2
About the same 3

Q40. Have you been saving more since the recession?

- | | |
|----------|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |
| The same | <input type="checkbox"/> 3 |

Q41. How does your personal experience of the current economic situation compare to what you see in the media?

- | | |
|----------------|----------------------------|
| Not as bad | <input type="checkbox"/> 1 |
| About the same | <input type="checkbox"/> 2 |
| Worse | <input type="checkbox"/> 3 |

Q42. How do you feel about the future?

- | | |
|-------------|----------------------------|
| Pessimistic | <input type="checkbox"/> 1 |
| Optimistic | <input type="checkbox"/> 2 |
| Neutral | <input type="checkbox"/> 3 |

Q43. When do you think the recession will end?

- | | |
|------------|----------------------------|
| 2010 | <input type="checkbox"/> 1 |
| 2011 | <input type="checkbox"/> 2 |
| After 2011 | <input type="checkbox"/> 3 |

Q44. Which of these factors is your main concern over the coming year? Please tick one only.

- | | |
|--|-----------------------------|
| Seeing your investments drop | <input type="checkbox"/> 1 |
| Seeing the value of your home drop | <input type="checkbox"/> 2 |
| Being unable to pay your rent each month | <input type="checkbox"/> 3 |
| Being unable to pay your mortgage each month | <input type="checkbox"/> 4 |
| Losing your job | <input type="checkbox"/> 5 |
| Reduction in salary and/or working hours | <input type="checkbox"/> 6 |
| Food costs | <input type="checkbox"/> 7 |
| Utility costs | <input type="checkbox"/> 8 |
| Being unable to pay other monthly bills | <input type="checkbox"/> 9 |
| Transport costs | <input type="checkbox"/> 10 |

Q45. Are you spending more or less on each of the following compared to 12 months ago?

	Spending more	Spending less	No change in spending
Supermarket shopping	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Entertainment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Sport/exercise	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Home improvements	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Home energy consumption	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Day trips/visits	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Holidays	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Bills	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Luxury goods	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q46. Are you a member of a local Credit Union (Community Savings/bank)?

- Yes 1
- No 2
- Never heard of Credit Unions 3

Q47. Are you aware of any of the following where you can access free money advice? Please tick all that apply.

- Clackmannanshire CAB 1
- Local Authority Money Advice Team 1
- Trading Standards Consumer Advice 1
- National Debt Line 1
- Internet support sites 1
- Advocacy 1
- Local Authority Housing Support Team 1

Q48. Have you accessed any debt support in the last 12 months?

- Yes 1 Go To Q49
- No 2 Go To Q50

Q49. What kind of support have you used? Please tick all that apply.

- | | | | |
|-----------------------------------|----------------------------|--------------------------------------|----------------------------|
| Clackmannanshire CAB | <input type="checkbox"/> 1 | National Debt Line | <input type="checkbox"/> 1 |
| Local Authority Money Advice Team | <input type="checkbox"/> 1 | Internet support sites | <input type="checkbox"/> 1 |
| Trading Standards Consumer Advice | <input type="checkbox"/> 1 | Advocacy group | <input type="checkbox"/> 1 |
| | | Local Authority Housing Support Team | <input type="checkbox"/> 1 |

Q50. What percentage of your income do you spend on energy?

- | | |
|---------------|----------------------------|
| More than 20% | <input type="checkbox"/> 1 |
| 20% | <input type="checkbox"/> 2 |
| 15-19% | <input type="checkbox"/> 3 |
| 10-14% | <input type="checkbox"/> 4 |
| 10% | <input type="checkbox"/> 5 |
| Less than 10% | <input type="checkbox"/> 6 |
| Don't know | <input type="checkbox"/> 7 |

Q51. Have you received home energy advice from any of the following? Please tick all that apply.

- | | | | |
|--|----------------------------|--|----------------------------|
| Clackmannanshire Council | <input type="checkbox"/> 1 | Insulation or heating company | <input type="checkbox"/> 1 |
| Energy Saving Scotland Advice Centre | <input type="checkbox"/> 1 | Friends or family | <input type="checkbox"/> 1 |
| Your energy supplier (e.g. Scottish Gas) | <input type="checkbox"/> 1 | Need advice but don't know where to get it | <input type="checkbox"/> 1 |
| A Government scheme (e.g. Warm Deal) | <input type="checkbox"/> 1 | Don't need home energy advice | <input type="checkbox"/> 1 |

Q52. Do you use the new railway link for any of the following activities? Please tick all that apply.

- | | |
|----------------------------|----------------------------|
| To get to work | <input type="checkbox"/> 1 |
| For shopping | <input type="checkbox"/> 1 |
| For leisure trips/days out | <input type="checkbox"/> 1 |

Q53. If you use the train to travel to work, please tick how often.

- | | |
|---------------------------|----------------------------|
| Every day | <input type="checkbox"/> 1 |
| 2-3 days a week | <input type="checkbox"/> 2 |
| Less than 2-3 days a week | <input type="checkbox"/> 3 |

Q54. Which statement comes closest to describing how you feel about your general mental or emotional well being at the moment?

- | | | | |
|---------------------------|----------------------------|----------------|----------------------------|
| Very happy | <input type="checkbox"/> 1 | Fairly unhappy | <input type="checkbox"/> 4 |
| Fairly happy | <input type="checkbox"/> 2 | Very unhappy | <input type="checkbox"/> 5 |
| Neither happy nor unhappy | <input type="checkbox"/> 3 | | |

Q55. Do you know how to get assistance if you or a member of your family has a mental health problem?

- | | |
|-----|----------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2 |

Q56. In the last week how stressed would you say you were?

- | | | | |
|---------------------|----------------------------|---------------|----------------------------|
| Not stressed at all | <input type="checkbox"/> 1 | Very stressed | <input type="checkbox"/> 4 |
| A little stressed | <input type="checkbox"/> 2 | Don't know | <input type="checkbox"/> 5 |
| Quite stressed | <input type="checkbox"/> 3 | | |

Q57. Which of the following factors influence your level of mental well-being?

- | | Not at all | A little | Very much |
|--|----------------------------|----------------------------|----------------------------|
| Job security | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| Supportive colleagues | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| Support from families | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| Support from friends | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| Financial security | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| Housing conditions | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| Physical well being | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| Participating in sport/exercise | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| Enjoying the environment | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| Feeling in control of your own decisions | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| Feeling able to trust others | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Q58. Now that we are in a recession, which of the following do you think are particular priorities for Clackmannanshire? Please tick up to five.

- | | | | |
|--|----------------------------|---|----------------------------|
| Tourism, culture and promoting Clackmannanshire | <input type="checkbox"/> 1 | Supporting businesses and getting people back to work | <input type="checkbox"/> 1 |
| Crime and fear of crime | <input type="checkbox"/> 1 | Promoting health and well being | <input type="checkbox"/> 1 |
| Improving housing | <input type="checkbox"/> 1 | Tackling poverty and supporting vulnerable people | <input type="checkbox"/> 1 |
| Creating a better physical environment | <input type="checkbox"/> 1 | Improving educational attainment | <input type="checkbox"/> 1 |
| Encouraging people to be more environmentally friendly | <input type="checkbox"/> 1 | Developing children and young people | <input type="checkbox"/> 1 |
| Improving transport | <input type="checkbox"/> 1 | Involving and engaging communities | <input type="checkbox"/> 1 |

Section 3: Training and Improving Skills

Q59. Due to the current economic climate and uncertainty of employment, would you consider undertaking training, retraining or updating your skills at your local further education college?

- Yes 1 Go to Q60
- No 2 Go to Q63
- Don't know 3 Go to Q63

Q60. How would you like to find out about what courses are on offer? Please tick all that apply.

- | | | | |
|--------------------|----------------------------|------------------|----------------------------|
| College web site | <input type="checkbox"/> 1 | An open day | <input type="checkbox"/> 1 |
| College Prospectus | <input type="checkbox"/> 1 | Drop in sessions | <input type="checkbox"/> 1 |

Q61. What type of training or skills updating course would you be interested in undertaking? Please tick all that apply.

- | | | | |
|--|----------------------------|----------------------------|----------------------------|
| Hairdressing | <input type="checkbox"/> 1 | Science | <input type="checkbox"/> 1 |
| Hospitality | <input type="checkbox"/> 1 | I.T. | <input type="checkbox"/> 1 |
| Engineering/motor vehicle | <input type="checkbox"/> 1 | Construction | <input type="checkbox"/> 1 |
| Languages | <input type="checkbox"/> 1 | Child care | <input type="checkbox"/> 1 |
| Higher and Intermediate qualifications | <input type="checkbox"/> 1 | Horticulture/landscaping | <input type="checkbox"/> 1 |
| Business courses | <input type="checkbox"/> 1 | Access to higher education | <input type="checkbox"/> 1 |

Q62. How would you like to study for your college course?

- | | | |
|---|--------------------------|---|
| Full time at college (18 hours per week) | <input type="checkbox"/> | 1 |
| Part time at college (less than 18 hours per week) | <input type="checkbox"/> | 2 |
| Evening classes at college | <input type="checkbox"/> | 3 |
| On line at home | <input type="checkbox"/> | 4 |
| Have flexible learning material (distance learning packs) sent to your home | <input type="checkbox"/> | 5 |

Q63. Would any of the following help you to undertake a college course?

- | | | | | | |
|-------------------|--------------------------|---|-------------------------|--------------------------|---|
| Financial support | <input type="checkbox"/> | 1 | Learning support | <input type="checkbox"/> | 1 |
| Child care | <input type="checkbox"/> | 1 | Previous qualifications | <input type="checkbox"/> | 1 |

Section 4: Agencies Communicating With You.

Q64. Do you know who your local community constable is?

- | | | |
|-----|--------------------------|---|
| Yes | <input type="checkbox"/> | 1 |
| No | <input type="checkbox"/> | 2 |

Q65. Are you aware that your local community police officer has their own personal web site which highlights local news and allows you to contact them by email?

- | | | |
|-----|--------------------------|-------------|
| Yes | <input type="checkbox"/> | 1 Go To Q67 |
| No | <input type="checkbox"/> | 2 Go To Q66 |

Q66. Would you consider using these web sites in the future?

- | | | |
|----------|--------------------------|---|
| Yes | <input type="checkbox"/> | 1 |
| No | <input type="checkbox"/> | 2 |
| Not sure | <input type="checkbox"/> | 3 |

Q67. How do you currently find out about crime/anti social behaviour news in your local area?

- | | | | | | |
|----------------------------------|--------------------------|---|---------------------|--------------------------|---|
| Central Scotland Police web site | <input type="checkbox"/> | 1 | National newspapers | <input type="checkbox"/> | 1 |
| Other internet sites | <input type="checkbox"/> | 1 | Television/radio | <input type="checkbox"/> | 1 |
| Local newspapers | <input type="checkbox"/> | 1 | Other | <input type="checkbox"/> | 1 |

Q68. Do you have a smoke detector fitted to your home?

- | | | |
|------------|--------------------------|---|
| Yes | <input type="checkbox"/> | 1 |
| No | <input type="checkbox"/> | 2 |
| Don't know | <input type="checkbox"/> | 3 |

Q69. Are you aware of the home Fire Safety Check programme run by your local Fire Service?

Yes 1

No 2

Q70. Do you switch off electrical appliances, such as dishwashers, washing machines and heaters at night?

Yes 1

No 2

Q71. How do you rate the Council's website for the following?

	Very Good	Fairly Good	Fairly Poor	Very Poor	Don't know
Accessibility and usability	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Comprehensive content	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Relevance to the community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Up to date content	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Use of plain language	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Use of search	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q72. Which, if any of the following features would you like to see added, improved or expanded on the Council's website? Tick all that apply.

Chief Executive's Blog	<input type="checkbox"/> 1	Making an application	<input type="checkbox"/> 1
General content	<input type="checkbox"/> 1	Making payments	<input type="checkbox"/> 1
General site design	<input type="checkbox"/> 1	Clackmannanshire council message board	<input type="checkbox"/> 1
Library function	<input type="checkbox"/> 1	Personalisation	<input type="checkbox"/> 1
Mapping function	<input type="checkbox"/> 1	Reporting a problem	<input type="checkbox"/> 1

Q73. Which of the following performance areas are you interested in getting more information on?

Information about the Council's finances	<input type="checkbox"/> 1	Information on targets set by the Council	<input type="checkbox"/> 1
Information on local facilities	<input type="checkbox"/> 1	Planned improvements	<input type="checkbox"/> 1
Educational performance of schools	<input type="checkbox"/> 1	Progress on Clackmannanshire's Single Outcome Agreement	<input type="checkbox"/> 1
Progress reports on how the Council is meeting its targets	<input type="checkbox"/> 1	None of the above	<input type="checkbox"/> 1
Regeneration initiatives	<input type="checkbox"/> 1	Other, please state	<input type="checkbox"/> 1

Q74. How would you like to see the Council's performance presented?

As a graph	<input type="checkbox"/> 1	Historical Information	<input type="checkbox"/> 1
As a set of figures	<input type="checkbox"/> 1	How we compare with other Councils	<input type="checkbox"/> 1

Q75. Do you agree or disagree with the following statements about the Council?

	Agree	Neither Agree nor Disagree	Disagree
Clackmannanshire Council meets or exceeds expectations in communicating with me.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
I feel that I should be consulted more on how local services are delivered	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Taking everything into account, I am satisfied with the way the Council runs things	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q76. Do you agree or disagree with the following statements about Clackmannanshire?

	Agree	Neither Agree nor Disagree	Disagree
It has an outstanding natural environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
It is benefiting from economic revival	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
It is developing its transport infrastructure	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
It is improving its accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
It is a cost effective living and business location	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
It is a safe community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
It is a community where health is improving	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**Appendix 2
Clackmannanshire Citizens' Panel**

The Clackmannanshire Citizens' Panel was recruited with the following aims:

- To be representative of local residents and willing to be surveyed on a regular basis about the policies and services of the community planning partners
- To recruit Panel members from the regeneration areas and across the rest of Clackmannanshire
- To allow these views to be fed into the decision-making processes of the community planning partners
- To keep Panel members informed of the actions taken by community planning partners in response to the views expressed

The Panel recruitment exercise was conducted by postal recruitment in two phases. In Phase 1, recruitment questionnaires were sent out to 6,000 residents drawn from the edited version of the Clackmannanshire Electoral Register. This included all adults on the register living in the regeneration areas and the balance from the rest of Clackmannanshire.

Phase 2 involved sending recruitment questionnaires to non respondents in the regeneration areas and to a fresh sample of 6,000 residents in the wider Clackmannanshire area.

This two stage approach has produced a total of 1,014 Panel members, with 708 in the wider Clackmannanshire area and 306 in the regeneration areas.

Given the relatively small population in the regeneration areas, the 306 Panel members here will still allow robust reporting of results, with sampling errors limited to only $\pm 5.3\%$. The bigger sample for the wider area allows sampling errors to fall to only $\pm 3.7\%$.