



**2014 Summer Survey**

**Eleventh Survey of the Clackmannanshire Citizens' Panel**

**Report**

**by**



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## **1. Introduction**

This document presents the key findings to emerge from the tenth 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 a range of issue based on the Single Outcome Agreement 2013-23 nine priority outcomes:

- Clackmannanshire has a positive image and attracts people and business (Section 4)
- Our communities are more cohesive and inclusive (Section 5)
- People are better skilled, trained and ready for learning and employment (Section 6)
- Our communities are safer (Section 7)
- Vulnerable people and families are supported (Section 8)
- Substance misuse and its effects are reduced (Section 9)
- Health is improving and health inequalities are reducing (Section 10)
- Our environment is protected and enhanced by all (Section 11)
- Public agencies are improving (Section 12)

Many of the questions in the survey have been asked in previous surveys of the Clacks 1,000 and a comparison with the results from these earlier findings is made where applicable. A copy of the questionnaire is attached at Appendix 1 while Appendix 2 provides more details of the Clacks 1,000. The survey also took the opportunity to ask Panel members if they would be willing to attend focus groups over the next year to discuss important issues to their communities. A total of 144 Panel members agreed to this.

## 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. In March 2013 it was agreed to refresh the Clacks 1,000 with the aim of attracting new members and boosting the size of the Panel in the regeneration areas. The Panel now stands at 1,258 members, with 431 in the regeneration areas and 827 in the rest of Clackmannanshire. A summary of the Panel recruitment process is contained in Appendix 2.

The Partnership agreed the questionnaire for the survey which was issued to Panel members in mid June 2014 and by the end of July responses had been received from 870 Panel members (69%). This level of response means that the results can be used with confidence and in the knowledge that sampling errors are relatively low. For example, the table below 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**

	<b>Clackmannanshire</b>	<b>Regeneration Areas</b>	<b>Remainder of Clackmannanshire</b>
Sample achieved	870	252	618
Sampling error	± 3.3%	± 6.1%	± 3.9%

As illustrated above, results for the sample as a whole will have sampling errors limited to only ±3.3%. 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 46.7% to 53.3%. The sampling errors for the regeneration areas and the rest of Clackmannanshire rise marginally to only ± 5.5% and ± 3.9% respectively.

### 3. Summary of Key Findings

#### **Section 4: Clackmannanshire has a positive image and attracts people and business**

- Clackmannanshire is perceived as having good access to nature and open spaces (94%), is a good place to stay (91%) and has good walking networks (89%)
- Conversely, the most negative perceptions focused on Clackmannanshire not having good job prospects (54%) or a good choice of shopping facilities (36%)
- Significantly, of the ten indicators relating to attracting people and business which were measured in 2013, nine have seen an improvement in public perception (the tenth has not changed)
- In 2006, 76% said they were satisfied with Clackmannanshire as a place to live and this level has risen steadily since then. For example, by 2012 the estimate had increased to 86% and the 2014 survey shows this has risen again, to 91%, demonstrating a consistently high level of satisfaction with Clackmannanshire as a place to live over an eight year period
- Panel members were also asked to rate their neighbourhood as a place to live. In 2010 89% felt this was either 'fairly good' or 'very good', a rate which has risen marginally to 93% in 2014
- Panel members were asked to indicate whether they would recommend eight Clackmannanshire attractions to tourists. The Ochil Hills was the most highly recommended (71%), while approximately half would also highly recommend Gartmorn Dam (54%) and Castle Campbell (46%)

#### **Section 5: Our communities are more cohesive and inclusive**

- The majority of Panel members (58%) agree Clackmannanshire has a strong sense of community (similar to the finding of 54% in 2012 but a fall from the 70% recorded in 2013). A similar proportion also agree people in Clackmannanshire help their neighbours (56%) and get involved in community groups/activities (50%)
- Just under a third of all Panel members (32%) say they undertake work or activities on a voluntary basis, similar to the level recorded in 2013 but a rise on the 23% measured in

2012. Helping local people (63%), helping local groups (61%) and being more involved in their community (59%), were the three main reasons cited for volunteering

- Mixed views were recorded on Panel members' perceptions of the Council. For example, just over half (56%) agreed they were satisfied with the way the Council runs things while 44% agreed that they should be consulted more on how local services are delivered
- In relation to preferred methods of consultation, more than half (57%) said they would like to receive a letter along with a paper survey, while 34% would prefer to complete surveys on line at Clacksweb

### **Section 6: People are better skilled, trained and ready for learning and employment**

- The perception of public educational services in Clackmannanshire is very positive, with 95% saying that nursery and primary schools and Forth Valley college are good while 87% stated that secondary schools are good
- There are more mixed views on economic and employment prospects in Clackmannanshire. For example, while 35% said Clackmannanshire is benefitting from economic revival, 21% disagree. However, the majority of Panel members (57%) agree that Clackmannanshire has good opportunities for adult based learning
- There is a continued perception that local jobs are poorly paid (49%), tend to be part time (54%) and not in the right occupations (43%). Most (73%) also feel there are not more job opportunities compared to a year ago
- There is support for action aimed at bringing more jobs to the area (72%), getting more young people into work (44%, a rise of 13% since 2013), creating more apprenticeships (32%) and getting more adults into work (23%)

### **Section 7: Our communities are safer**

- There has been a rise in the proportion of Panel members satisfied with how crime is being tackled (up from 56% in 2013 to 64% in 2014) and improving road safety (up from 45% to 53%). More than half (53%) are also satisfied with how anti social behaviour is being tackled

- Experience of the public services which contribute to making communities safer is very positive. Both of the emergency services scored highly (99% for the Fire service and 79% for Police Scotland), although almost half (47%) also felt criminal justice was poor
- A very high proportion of Panel members feel 'very safe' (66%) or 'quite safe' (33%) walking in their neighbourhood during the day, a slight improvement on the findings in 2013. Slightly fewer Panel members feel safe at night (84%)
- Less than a quarter of Panel members (18%) said they were fearful about becoming a victim of crime in the last year, a slight fall from 2013 (but a 15% fall since 2012). In the regeneration areas the fall has been more significant (down 8%)
- Almost half (48%) of respondents felt that information posted through their door would be an effective way for Police Scotland to communicate advice and information, followed by email newsletters (34%) and local newspapers (26%)

#### **Section 8: Vulnerable people and families are supported**

- The majority of Panel members agree that voluntary organisations and charities in Clackmannanshire work well to support vulnerable people and families (60%) and 49% agree that public agencies in Clackmannanshire work well to support vulnerable people and families. Conversely, only 16% agree that benefits applications are administered fairly and efficiently
- Knowledge of the Government's Welfare Reform programme is low, with only 20% saying they have enough information (similar to the 2013 measure)
- Almost half of all Panel members (43%) said they did not know where to access money advice services locally, the same proportion measured in 2013
- Almost a quarter of all respondents (23%) said they provided care for a sick, disabled or frail person

#### **Section 9: Substance misuse and its effects are reduced**

- Over half of Panel members (51%) believe alcohol use in their community is more common now than it was five years ago (with 36% feeling it is "a lot more common").

However, this represents a fall of 13% since 2012. The same proportion (51%) believes drug use is also more common

- The vast majority of Panel members said alcohol and drug misuse leads to public disorder (76%), family problems (81%), violence (72%) and family problems (72%). However, only 6% said misuse had a negative impact on their family in the last year
- Only 14% of Panel members smoke, with most (9%, or 64% of smokers) wanting to give up or cut down. However, awareness among smokers of how to access stop smoking sessions locally is mixed, with 44% not aware

### **Section 10: Health is improving and health inequalities are reducing**

- There has been a fall in the proportion of Panel members who agree that Clackmannanshire is a community where health is improving, from 37% in 2013 to 28% in 2014
- Panel members' experience of most health related public services is very good. For example, more than 80% feel that the GP service, Forth Valley Royal hospital and Clackmannanshire Community Health Centre are good. Views are more mixed in relation to Social Work Community Care, which 57% of service users rate as good but 43% rate as poor
- Panel members' attitudes to their current health and well being are very positive, with the vast majority (89%) describing their health as "good" or "fairly good" (similar to the level in 2013).
- The perception of good health of those living in the regeneration areas has continued to improve. For example, the proportion of Panel members in the regeneration areas describing their health as "not good" in 2012 (29%) fell to 13% in 2013 and to 11% in 2014, the same level recorded for the rest of Clackmannanshire
- There has also been a rise in the proportion who described their general mental or emotional well being as either 'very happy' or 'fairly happy'. In 2009, almost three quarters of Panel members (71%) described their general mental or emotional well being in this way. By 2014, this has risen significantly to 90%



### **Section 11: Our environment is protected and enhanced by all**

- More than half of all Panel members (58%) said they visited the Gartmorn Dam Nature Park in the last year. Of those visiting the park, 47% also visited the sunken garden, citing reasons such as they liked the quiet space (58% of this group), that children like it (27%), it had plenty of seating (20%) and that it was a sun trap (18%)
- However, over half of those visiting the park (53%) did not visit the sunken garden with most of this group (47%) saying they did not know about it or did not know where it is (20%)
- With the Ochil Hills being an important destination for Panel members, it is not surprising that the vast majority (97%) said they were important to them, with 70% stating they were 'very important'
- Awareness of the work of the Ochils Landscape Partnership has risen once more, with typically between a third and half of Panel members aware of specific activities of the Partnership. This peaks at 56% for conservation of the natural environment and falls to 14% for the online virtual visitor centre
- Almost two thirds of Panel members (60%) are aware of the industrial heritage of the Ochils but only 28% feel there is enough opportunity to learn about the nature, built and cultural heritage of the Ochil Hills and Hillfoots villages. Consequently, there is significant interest in seeing improvements including a visitor information centre (67%), web site (43%) and posters/leaflets in each town and village (43%)
- Between half and three quarters of Panel members said they have installed double glazing, draught proofing, insulation and upgraded their central heating system, while 64% also said they have turned down the heating thermostat in their home. Although only 6% have installed microgeneration technologies, 29% said they will do this or consider doing so in the future

### **Section 12: Public agencies are improving**

- The vast majority (93%) rated their experience of public services in general as either 'very good' or 'fairly good', a rise on the 83% recorded by Panel members in 2012 and

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91% in 2013. However, there has been no significant change in the proportion of Panel members who agree that public agencies work well together in Clackmannanshire (42%)

- Very positive ratings were also recorded for some individual services, particularly refuse collection / recycling (96%), community access points (96%) and libraries (94%)

## **Section 4: Clackmannanshire has a positive image and attracts people and business**

In relation to perceptions of Clackmannanshire and its attractiveness to people and business, positive views were recorded among Panel members for:

- Clackmannanshire has good access to nature and open spaces (94%)
- Clackmannanshire is a good place to stay (91%)
- Clackmannanshire has good walking networks (89%)

Conversely, the most negative perceptions focused on two key issues:

- Clackmannanshire does not have good job prospects (54%)
- Clackmannanshire does not have a good choice of shopping facilities (36%)

The principal differences between respondents from the regeneration areas and the rest of Clackmannanshire was that more in the regeneration areas agreed that Clackmannanshire has good sports and leisure facilities (75%, compared to 56% in the rest of Clackmannanshire) and that it has good public transport provision (79%, compared to 67%). However, fewer agreed it has a good physical environment (64%, compared to 77%) or that it was a good place to work (30%, compared to 42%).

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire is a good place to live	86%	2%	93%	2%	91%	2%
Clackmannanshire has a good availability of affordable housing	55%	18%	53%	20%	54%	19%
Clackmannanshire has a good physical environment	64%	6%	77%	5%	75%	5%
Clackmannanshire is a great place to work.	30%	26%	42%	18%	42%	19%
Clackmannanshire has good job prospects	7%	62%	4%	52%	5%	54%
Clackmannanshire is a cost effective business location	38%	13%	41%	9%	40%	9%
Clackmannanshire has a good public transport provision	79%	8%	67%	16%	69%	14%
Clackmannanshire has good cycle networks	79%	6%	78%	8%	78%	8%
Clackmannanshire has good walking networks	83%	3%	90%	2%	89%	2%
Clackmannanshire has attractive places to visit and things to do	67%	12%	77%	6%	75%	7%
Clackmannanshire has a good choice of shopping facilities	49%	34%	41%	37%	42%	36%
Clackmannanshire has a good access to nature and open spaces.	91%	2%	95%	1%	94%	1%
Clackmannanshire has good sports and leisure facilities.	75%	12%	56%	7%	60%	8%
Clackmannanshire has good community activities and facilities.	48%	15%	51%	6%	50%	8%

Balancing % 'Neither agree nor disagree' or 'Not Stated'

Significantly, of the ten indicators which were measured in 2013, nine have seen an improvement in public perception (the tenth has not changed). The most notable include:

- Clackmannanshire has good access to nature and open spaces (up from 57% in 2013 to 94% in 2014)
- Good community activities/facilities (up from 27% to 50%)
- Attractive places to visit and things to do (up from 58% to 75%)

#### Changes in perception 2013-2014

	Agree		Disagree	
	2013	2014	2013	2014
Clackmannanshire is a good place to live	89%	91%	4%	2%
Clackmannanshire has a good availability of affordable housing	47%	54%	15%	19%
Clackmannanshire is a great place to work.	34%	42%	18%	19%
Clackmannanshire has good job prospects	5%	5%	61%	54%
Clackmannanshire is a cost effective business location	30%	40%	8%	9%
Clackmannanshire has attractive places to visit and things to do	58%	75%	5%	7%
Clackmannanshire has good shopping facilities	28%	42%	24%	36%
Clackmannanshire has good access to nature and open spaces	57%	94%	1%	1%
Clackmannanshire has good sports and leisure facilities	44%	60%	12%	8%
Clackmannanshire has good community activities/facilities	27%	50%	10%	8%

Balancing % 'Neither agree nor disagree' or 'Not Stated'

In the first Clacks 1,000 survey conducted in early 2006, 76% said they were satisfied with Clackmannanshire as a place to live and this level has risen in surveys since then. For example, in the 2012 survey, the estimate had increased to 86% and the 2013 survey showed a satisfaction rating of 88%. In the current survey this has risen again, to 91%, demonstrating a consistently high level of satisfaction with Clackmannanshire as a place to live over an eight year period.

**Overall satisfaction with Clackmannanshire as a place to live**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Very satisfied	27%	19%	42%	33%	39%	31%
Quite satisfied	48%	68%	50%	58%	49%	60%
Neither satisfied nor dissatisfied	12%	9%	2%	7%	4%	7%
Quite dissatisfied	5%	3%	4%	2%	4%	2%
Very dissatisfied	7%	1%	1%	0%	3%	0%
Not sure	1%	0%	1%	0%	1%	0%

Panel members were also asked to rate their neighbourhood as a place to live. In 2010 and in 2011, 89% felt this was either 'fairly good' or 'very good', rising marginally to 90% in 2012, a figure which was repeated in 2013. The current survey has shown this has risen slightly once again, to 93%.

**Neighbourhood as a place to live**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Very good	31%	30%	59%	50%	54%	47%
Fairly good	48%	52%	33%	45%	36%	46%
Fairly poor	10%	14%	7%	4%	7%	6%
Very poor	10%	4%	1%	1%	2%	1%
No opinion	1%	0%	0%	0%	1%	0%

Respondents were asked to indicate which aspects of their immediate neighbourhood they particularly like or value<sup>1</sup>. Friendly people (92%), good local schools (91%), a good outlook/view (88%), a quiet and peaceful area (83%) and a safe area/low crime (81%) were the most important factors to emerge from Clackmannanshire as a whole.

Typically respondents from the regeneration areas scored these factors less favourably, apart from good public transport which 76% liked compared to 68% in the rest of Clackmannanshire.

### Neighbourhood likes

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Area well maintained	44%	70%	54%	74%	52%	74%
Good public transport	60%	76%	53%	68%	55%	70%
Safe area/low crime	37%	69%	58%	83%	54%	81%
Good outlook/view	46%	76%	74%	91%	68%	88%
Quiet/peaceful	46%	73%	71%	85%	66%	83%
Friendly people	54%	83%	75%	94%	71%	92%
Good local shops	46%	61%	40%	58%	41%	59%
Good local schools	45%	89%	64%	91%	60%	91%
Good sense of community	28%	67%	48%	76%	44%	75%
Safe/slow traffic	26%	59%	29%	56%	28%	56%
Clean/tidy place to live	29%	62%	50%	70%	46%	68%

Base: respondents stating they 'liked' each aspect of their neighbourhood

Residents were also asked to indicate what they particularly dislike about their local neighbourhood<sup>1</sup> and two issues in particular emerged:

<sup>1</sup> In 2014 the way in which this question was asked changed, making direct comparisons with 2013 difficult

- 44% dislike fast/speeding traffic
- 38% dislike the local shops

### Neighbourhood dislikes

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Area well maintained	28%	30%	19%	26%	21%	26%
Good public transport	8%	23%	19%	32%	17%	30%
Safe area/low crime	22%	31%	12%	17%	14%	19%
Good outlook/view	N/A	24%	N/A	10%	N/A	12%
Quiet/peaceful	16%	27%	10%	15%	11%	17%
Friendly people	N/A	17%	N/A	6%	N/A	8%
Good local shops	16%	39%	23%	42%	22%	41%
Good local schools	7%	11%	7%	9%	7%	9%
Good sense of community	22%	33%	5%	24%	8%	25%
Safe/slow traffic	33%	42%	37%	44%	37%	44%
Clean/tidy place to live	46%	38%	36%	30%	38%	32%

Base: respondents stating they 'disliked' each aspect of their neighbourhood

Panel members were asked to indicate whether they would recommend eight Clackmannanshire attractions to tourists. The Ochil Hills was the most highly recommended, with 71% saying they would highly recommend them to tourists, while approximately half would also highly recommend Gartmorn Dam (54%) and Castle Campbell (46%). Only a small proportion of Panel members said they would not recommend or barely recommend any of the attractions, peaking at only 13% for Sterling Mills shopping outlet.



**As a local resident, would you recommend these attractions to tourists?**

	<b>Not recommend</b>	<b>Barely recommend</b>	<b>Unsure</b>	<b>Fairly recommend</b>	<b>Highly recommend</b>
Ochil Hills/hill walking	1%	2%	2%	24%	71%
Castle Campbell	1%	2%	18%	33%	46%
Alloa Tower	1%	4%	21%	43%	31%
Gartmorn Dam	1%	4%	6%	35%	54%
Sterling Mills Shopping Outlet	3%	10%	9%	51%	27%
Golf Clubs	1%	9%	34%	32%	24%
Cycle networks	1%	5%	15%	48%	31%
Glen trails	1%	2%	13%	46%	38%

When asked what they considered to be the best family tourist experience in Clackmannanshire, the most common responses included:

- Gartmorn dam – cycling/walking
- Ochil hills/hill walking
- Sterling Mills Outlet
- Castle Campbell
- Hillfoots area
- Cycle networks

Nevertheless, despite the positive view on most of these specific attractions, more than half of all Panel members (59%) felt there was a need to make improvements to tourist attractions across Clackmannanshire. Very few respondents commented on what improvements were needed, with the main issues including a need for better food and drink facilities, better signposting and information and toilet facilities.

**Improvements needed to tourist attractions**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	50%	61%	59%
No	50%	39%	41%

The final issue relating to this SOA priority area sought Panel members' views on whether they planned to move in the foreseeable future. As illustrated below, approximately a quarter (26%) plans to move or is in the process of moving. The highest proportion want to move to a bigger house (42%) and most would prefer a rural/country location (60%).

**Plan to move in the foreseeable future?**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
I don't plan to move from my present home	58%	71%	69%
I plan to move in 5+ years	11%	6%	7%
I plan to move in the next 2-5 years	14%	10%	10%
I plan to move next year	7%	5%	5%
I am in the process of moving	1%	4%	4%
Not sure	9%	4%	5%

**Reason for your move**

	<b>Regeneration Areas</b>	<b>Rest of Clackmannanshire</b>	<b>Clackmannanshire</b>
A smaller home	23%	17%	17%
A bigger home	45%	42%	42%
A home on one level	0%	7%	6%
To be nearer relatives	5%	5%	5%
To be nearer work	0%	8%	7%
Other	27%	22%	23%

Base: respondents moving or planning to move

**Preferred location**

	<b>Regeneration Areas</b>	<b>Rest of Clackmannanshire</b>	<b>Clackmannanshire</b>
Town centre	2%	10%	8%
Residential area (Housing estate)	47%	22%	28%
Rural/Country location	38%	66%	60%
Other	13%	2%	4%

Base: respondents moving or planning to move

## Section 5: Our communities are more cohesive and inclusive

The majority of Panel members (58%) agree Clackmannanshire has a strong sense of community (similar to the finding of 54% in 2012 but a fall from the 70% recorded in 2013). A similar proportion also agree people in Clackmannanshire help their neighbours (56%) and get involved in community groups/activities (50%). A slightly lower proportion (39%) agreed that Clackmannanshire is an area where equalities and diversity is promoted.

### Cohesive and inclusive communities

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire has a strong sense of community	54%	10%	58%	12%	58%	11%
Clackmannanshire is an area where equalities and diversity is promoted	38%	12%	39%	9%	39%	10%
People in Clackmannanshire help their neighbours	53%	13%	56%	4%	56%	6%
People in Clackmannanshire get involved in community groups/activities	43%	11%	51%	10%	50%	10%

Balancing % 'Neither agree nor disagree' or 'Not Stated'

Just under a third of all Panel members (32%) say they undertake work or activities on a voluntary basis, similar to the level recorded in 2013 but a rise on the 23% measured in 2012. Helping local people (63%), helping local groups (61%) and being more involved in their community (59%), were the three main reasons cited for volunteering.

### Currently undertake work or activities on a voluntary basis

Regeneration Areas				Rest of Clackmannanshire				Clackmannanshire			
2011	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014
23%	21%	23%	27%	29%	24%	33%	33%	28%	23%	31%	32%

**Benefits of voluntary work**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Helps local groups	41%	59%	52%	61%	50%	61%
Helps local people	59%	61%	48%	64%	49%	63%
Helps me to meet people	36%	23%	27%	31%	28%	30%
Develops my skills	56%	16%	17%	22%	23%	21%
Gives me work experience	39%	23%	5%	5%	10%	8%
Helps funding	21%	21%	14%	18%	15%	18%
Gives me a purpose	N/A	21%	N/A	41%	N/A	38%
Makes me feel happy	N/A	64%	N/A	46%	N/A	49%
Makes me feel involved in my community	69%	48%	56%	61%	58%	59%
I wanted to repay support I have received	N/A	23%	N/A	14%	N/A	15%
Other	5%	2%	7%	3%	7%	3%

Base: Panel members involved in volunteering

Almost all Panel members (91%) said they received a copy of The Clackmannanshire View and most of this group (89%) have read it. However, relatively few (21%) have accessed Council services as a result. Just under three quarters (72%) have also used Clacksweb and most of this group (84%) said they found the information they were looking for. Awareness of the Council's social media pages on Facebook and Twitter is relatively high (44%), while 19% have used these to engage with the Council.

**Experience of some of the ways the Council communicates with residents**

	2013		2014	
	Yes	Sometimes	Yes	Sometimes
Do you receive a copy of the Council's publication, the Clackmannanshire View, which is delivered four times a year to households?	71%	18%	73%	18%
Do you read the Clackmannanshire View?	74%	14%	70%	19%
Have you accessed Council services as a result of reading the Clackmannanshire View?	9%	5%	13%	8%
Do you use the Council's website, Clacksweb?	49%	23%	51%	21%
Did you find the information that you were looking for on Clacksweb?	68%	12%	65%	19%
Are you aware of the Council's social media pages on Facebook and Twitter?	33%	1%	43%	1%
Do you use social media (Facebook or Twitter) to engage with the Council?	10%	3%	15%	4%

Balancing % is 'No'

Mixed views were recorded on Panel members' perceptions of the Council. For example, just over half (56%) agreed they were satisfied with the way the Council runs things while 44% agreed that they should be consulted more on how local services are delivered. Overall, relatively few Panel members are dissatisfied with how the Council communicates or consults with them, peaking at 21% for the opportunities for participation in local decision making. Compared to 2013, only minor changes were recorded across all indicators.

In relation to preferred methods of consultation, more than half (57%) said they would like to receive a letter along with a paper survey, while 34% would prefer to complete surveys on line at Clacksweb.

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire Council meets or exceeds expectations in communicating with me	45%	14%	40%	11%	41%	11%
I feel that I should be consulted more on how local services are delivered	29%	12%	49%	13%	44%	13%
Taking everything into account, I am satisfied with the way the Council runs things	52%	14%	57%	14%	56%	14%
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	28%	13%	36%	22%	35%	21%
Overall, I am satisfied with the information available on results and feedback of consultations	35%	14%	41%	16%	39%	16%
Overall, I am satisfied with the information that the Council provides on its own performance	41%	12%	40%	14%	40%	13%
Overall, I am satisfied with the information that the Council provides on income and expenditure	43%	11%	43%	14%	43%	14%

Balancing % 'Neither agree nor disagree'

**Changes in perception of the Council**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Clackmannanshire Council meets or exceeds expectations in communicating with me	40%	45%	47%	40%	38%	41%
I feel that I should be consulted more on how local services are delivered	44%	29%	46%	49%	46%	44%
Taking everything into account, I am satisfied with the way the Council runs things	53%	52%	51%	57%	51%	56%
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	34%	28%	35%	36%	34%	35%
Overall, I am satisfied with the information available on results and feedback of consultations	37%	35%	37%	41%	37%	39%
Overall, I am satisfied with the information that the Council provides on its own performance	35%	41%	39%	40%	39%	40%

Base: Panel members who 'strongly agree' or 'agree'



**Prefer to be consulted on Council Services**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Public meetings	26%	18%	24%	25%	24%	24%
Letter to residents with paper survey to complete	61%	65%	58%	55%	59%	57%
Information on Clacksweb with online survey to complete	29%	33%	37%	34%	36%	34%
Information in View with feedback form to complete	30%	31%	29%	24%	29%	25%
Small focus groups	21%	12%	14%	13%	15%	13%
Telephone survey	8%	2%	4%	3%	5%	2%

## Section 6: People are better skilled, trained and ready for learning and employment

The perception of public educational services in Clackmannanshire is very positive, with 95% saying that nursery and primary schools and Forth Valley college are good and 87% stating that secondary schools are good. For primary and secondary schools, these views largely reflect those also recorded in 2013.

### Public educational services in Clackmannanshire

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
Nursery schools	100%	0%	94%	6%	95%	5%
Primary schools	98%	2%	94%	6%	95%	5%
Secondary schools	95%	5%	86%	14%	87%	13%
Forth Valley College	98%	2%	94%	6%	95%	5%

Base: Excludes respondents not using services in last year

### Change in perception of primary and secondary schools

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Primary schools	92%	98%	96%	94%	95%	95%
Secondary schools	92%	95%	92%	86%	92%	87%

Base: Respondents stating each service is 'very good' or 'quite good'

However, there are more mixed views on economic and employment prospects in Clackmannanshire. For example, while 35% said Clackmannanshire is benefitting from economic revival, 21% disagree and 63% also disagree with the statement that there are a lot of job opportunities. The most positive indicator in the table below is that the majority of Panel members (57%) agree that Clackmannanshire has good opportunities for adult based learning. Where direct comparisons with 2013 are possible, only minor changes have been recorded.

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire is benefitting from economic revival	43%	17%	34%	22%	35%	21%
There are a lot of local job opportunities for people in Clackmannanshire	4%	73%	4%	61%	4%	63%
There are some job opportunities for people in Clackmannanshire	54%	27%	52%	13%	52%	16%
There are relatively few job opportunities for people in Clackmannanshire	65%	12%	55%	12%	57%	12%
Clackmannanshire has good opportunities for adult based learning	47%	8%	50%	9%	49%	9%

Balancing % 'Neither agree nor disagree' or 'Not Stated'

**Do you agree with the following statements about Clackmannanshire?**

	Agree	
	2013	2014
Clackmannanshire is benefitting from economic revival	31%*	35%
There are a lot of job opportunities for people in Clackmannanshire**	1%	4%
There are some job opportunities in Clackmannanshire**	20%	52%
There are relatively few job opportunities in Clackmannanshire**	60%	57%
Clackmannanshire has good opportunities for community based adult learning	42%	49%

\* 2012 result      \*\*Not a multiple choice question in 2013

There is a continued perception that local jobs are poorly paid (49%), tend to be part time (54%) and not in the right occupations (43%). Most (73%) also feel there are not more job opportunities compared to a year ago.

**Attitudes to local jobs in Clackmannanshire**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Local jobs are poorly paid	58%	64%	43%	45%	46%	49%
Local jobs tend to be part time	73%	56%	58%	54%	61%	54%
Local jobs are not in the right occupations	50%	44%	43%	43%	44%	43%

Base: all respondents

**More job opportunities this year?**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	26%	29%	28%
No	74%	71%	72%

More than half of respondents (58%) are in employment or seeking work and this group said the most significant barriers to getting a job are a lack of relevant job opportunities (6%) and a lack of job opportunities with decent pay (6%). These were also the two main factors preventing Panel members from getting a better job.

**Barriers to getting a job**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Lack of training	5%	1%	11%	3%	10%	2%
Lack of qualifications	3%	4%	10%	3%	9%	3%
Lack of affordable childcare	6%	4%	11%	1%	9%	2%
Transport problems	5%	1%	6%	5%	6%	4%
Lack of relevant job opportunities	20%	11%	25%	5%	24%	6%
Lack of job opportunities with decent pay	17%	10%	22%	5%	21%	5%

Base: respondents in employment or seeking work

**Securing a better job**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Lack of training	11%	2%	15%	5%	14%	5%
Lack of qualifications	10%	5%	13%	4%	12%	5%
Lack of affordable childcare	5%	4%	14%	7%	12%	6%
Transport problems	5%	1%	4%	8%	4%	6%
Lack of relevant job opportunities	23%	14%	39%	28%	36%	25%
Lack of job opportunities with decent pay	28%	28%	30%	23%	29%	24%

Base: respondents in employment or seeking work

Awareness among respondents in employment or seeking work of the services to help people find jobs is mixed, with awareness highest for:

- Jobcentre Plus (75%)
- Council/Clackmannanshire Works (37%)
- Skills Development Scotland (34%)
- Triage/Work Programme (27%)

However, awareness falls to under 10% for the other services listed in the table overleaf.

**Awareness of services to help people find jobs**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Council / Clackmannanshire Works	36%	45%	36%	35%	36%	37%
Jobcentre Plus	85%	84%	80%	73%	81%	75%
Skills Development Scotland	33%	40%	25%	32%	26%	34%
Triage / Work Programme	36%	34%	15%	25%	19%	27%
Council / Young Parents Project	1%	1%	5%	5%	4%	4%
Council / Activity Agreements	4%	1%	6%	5%	5%	4%
PACE Redundancy Support	8%	4%	5%	9%	6%	8%

Base: respondents in employment or seeking work

Among all Panel members, there is support for action aimed at bringing more jobs to the area (72%), getting more young people into work (44%, a rise of 13% since 2013), creating more apprenticeships (32%) and getting more adults into work (23%).

**Which of the following do you think are important actions?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Getting more young people into work	63%	42%	48%	44%	31%	44%
Getting more adults into work	46%	33%	36%	24%	38%	23%
Bringing jobs to the area	72%	67%	73%	73%	73%	72%
Creating more apprenticeships	47%	31%	40%	32%	41%	32%
Assistance with starting up your own business	31%	20%	24%	19%	25%	19%

Base: Respondents stating each is the most important priority



## Section 7: Our Communities are Safer

There has been a rise in the proportion of Panel members satisfied with how crime is being tackled (up from 56% in 2013 to 64% in 2014) and improving road safety (up from 45% to 53%). More than half (53%) are also satisfied with how anti social behaviour is being tackled.

### Satisfaction with how the following issues are being tackled: 2013 and 2014

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Tackling crime	44%	65%	59%	64%	56%	64%
Tackling anti social behaviour	N/A	56%	N/A	52%	N/A	53%
Improving road safety	38%	60%	47%	52%	45%	53%

Base: respondents 'very satisfied' or 'quite satisfied'

Experience of the public services which contribute to making communities safer is very positive. Both of the emergency services scored highly (99% for the Fire service and 79% for Police Scotland), while a range of Council services scored from 91% for Trading Standards to 48% for roads (with 52% feeling roads were 'poor'). Almost half (47%) also felt criminal justice was poor.

**Experience of Public Services**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
Police Service	81%	19%	79%	21%	79%	21%
Fire Service	97%	3%	99%	1%	99%	1%
Social Services – Child Protection	62%	38%	67%	33%	66%	34%
Social Services – Adult Protection	78%	22%	77%	23%	77%	23%
Street lighting	72%	18%	78%	12%	77%	13%
Roads	50%	50%	47%	53%	48%	52%
Environmental Health	82%	18%	89%	11%	87%	13%
Trading Standards	83%	17%	93%	7%	91%	9%
Criminal Justice	46%	54%	55%	45%	53%	47%

Base: Respondents using each service

**Change in perception of Public Services**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Police	74%	81%	75%	79%	75%	79%
Street lighting	87%	72%	87%	78%	87%	77%
Roads	50%	50%	49%	47%	49%	48%

Base: Respondents saying each service is 'very good' or 'quite good'

A very high proportion of Panel members feel 'very safe' (66%) or 'quite safe' (33%) walking in their neighbourhood during the day, a slight improvement on the findings in 2013. Slightly fewer Panel members feel safe at night (84%), with a significant difference between those living in regeneration areas and elsewhere in Clackmannanshire who feel 'very safe' after dark (28%, compared to 43%).

**Attitudes to safety walking in your neighbourhood during the day**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Very safe	49%	51%	61%	69%	59%	66%
Quite safe	42%	45%	37%	30%	37%	33%
Not very safe	8%	4%	2%	1%	3%	1%
Not safe at all	1%	0%	0%	0%	1%	0%
Not sure	0%	0%	0%	0%	0%	0%

**Attitudes to safety walking in the neighbourhood at night**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Very safe	21%	28%	33%	43%	30%	40%
Quite safe	53%	56%	51%	42%	52%	44%
Not very safe	17%	11%	12%	13%	13%	13%
Not safe at all	6%	5%	3%	2%	4%	3%
No opinion	3%	0%	1%	0%	1%	0%

As illustrated in the table below, fewer than a quarter of Panel members (18%) said they were fearful about becoming a victim of crime in the last year, a slight fall from 2013 (but a 15% fall since 2012). In the regeneration areas the fall has been more significant (down 8%).

Of those feeling fearful, the majority (57%) stated this concern was felt “only occasionally”. However, 27% said that they felt fearful of becoming a victim of crime “quite often”, and 12% ‘most of the time’.

**Ever felt fearful about becoming a victim of crime in the past year**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Yes	26%	18%	21%	19%	22%	18%
No	67%	71%	75%	78%	73%	77%
Not sure	7%	11%	4%	3%	5%	5%

**Frequency of feeling fearful in the past year**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Most of the time	0%	3%	2%	14%	2%	12%
Quite often	28%	32%	12%	26%	15%	27%
Only occasionally	72%	61%	86%	56%	83%	57%
Not sure	0%	4%	0%	4%	0%	4%

Base: Respondents who have felt fearful about becoming a victim of crime

Panel members who had felt fearful about becoming a victim of crime were asked what effect this had on them taking part in a series of activities. As illustrated in the table overleaf, the activities that are least affected include taking part in community activities (71% of those fearful of crime said it had not stopped them taking part in community activities) and visiting friends and

family (67%). Conversely, 59% said feeling fearful had often or always stopped them staying out later at night.

**Has fear of becoming a victim stopped you from undertaking activities?**

	Never		Rarely		Often		Always	
	2013	2014	2013	2014	2013	2014	2013	2014
Taking part in community activities	79%	71%	16%	14%	4%	14%	1%	1%
Visiting friends or family	63%	67%	29%	22%	7%	11%	8%	0%
Taking your usual route home	46%	33%	37%	52%	13%	6%	4%	9%
Staying out later at night	36%	22%	27%	19%	28%	50%	9%	9%
Using public transport	45%	50%	30%	25%	21%	17%	4%	8%

Base: Respondents who have felt fearful about becoming a victim of crime

Only 14% of Panel members said they knew who their local community police team are, a significant fall since 2013. Almost half (48%) of respondents felt that information posted through their door would be an effective way for Police Scotland to communicate advice and information, followed by email newsletters (34%) and local newspapers (26%).

**Know your local community police team?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Yes	23%	12%	29%	14%	28%	14%
No	77%	88%	71%	86%	72%	86%

**Effective ways for Police Scotland to communicate advice and information**

	<b>1 Very effective</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 Not effective at all</b>
Email newsletter	34%	13%	16%	14%	23%
Information posted through your door	48%	24%	18%	4%	6%
Local newspapers	26%	25%	26%	12%	11%
Police and community meetings	14%	16%	25%	29%	16%
Police Scotland website	13%	14%	28%	16%	29%
Social networking sites e.g. Facebook, Twitter	19%	13%	15%	18%	35%

## Section 8: Vulnerable people and families are supported

The majority of Panel members agree that voluntary organisations and charities in Clackmannanshire work well to support vulnerable people and families (60%) and 49% agree that public agencies in Clackmannanshire work well to support vulnerable people and families. Conversely, only 16% agree that benefits applications are administered fairly and efficiently.

### Agree or disagree with following statements about Clackmannanshire

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Public agencies in Clackmannanshire work well to support vulnerable people and families	5%	44%	42%	7%	2%
Voluntary organisations and charities in Clackmannanshire work well to support vulnerable people and families.	9%	51%	36%	3%	1%
Benefits applications are administered fairly and efficiently	3%	13%	57%	9%	18%

Knowledge of the Government's Welfare Reform programme is low, with only 20% saying they have enough information (similar to the 2013 measure). Consequently, almost a quarter (24%) are not sure if the reforms will have an impact on their household income, while 9% felt there would be 'some' or a 'substantial' impact. However, almost two thirds of all Panel members (61%) said they felt the programme would have no impact.

**Have enough knowledge of the Government's Welfare Reform programme?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Yes	11%	15%	21%	21%	19%	20%
No	61%	60%	52%	51%	54%	53%
Not sure	28%	25%	27%	28%	27%	27%

**What extent will the Welfare Reform programme have an impact on household income**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
None	36%	43%	45%	66%	44%	61%
Little	13%	7%	11%	6%	11%	6%
Some	9%	8%	12%	7%	12%	7%
Substantial	5%	6%	2%	1%	2%	2%
Not sure	37%	36%	30%	21%	31%	24%



Almost half of all Panel members (43%) said they did not know where to access money advice services locally, the same proportion measured in 2013. The vast majority also said they have not used a food bank in Clackmannanshire (91%), although 8% know someone who has and 1% have used a food bank. Similarly, 93% said they were not at risk of homelessness, while 7% knew someone who was.

**Know where to access money advice services locally**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Yes	41%	52%	44%	41%	43%	43%
No	59%	48%	56%	59%	57%	57%

**You or someone you know has used a food bank in Clackmannanshire**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes, I have	1%	1%	1%
Yes, someone I know has	14%	7%	8%
No	85%	92%	91%

**Are you or someone you know at risk of homelessness**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes, I am	0%	0%	0%
Yes, I know someone who is	9%	7%	7%
No	91%	93%	93%

Almost a quarter of all respondents (23%) said they provided care for a sick, disabled or frail person. In almost half of these cases (48%), the person cared for was the respondent's parent.

**Provide care for sick, disabled or a frail person**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	21%	24%	23%
No	79%	76%	77%

**Relationship with the person you care for**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Parent	20%	53%	48%
Son/Daughter	13%	10%	10%
Husband/Wife/ Partner	40%	19%	22%
Friend	10%	7%	7%
Neighbour	3%	2%	3%
Other	14%	9%	10%

Base: respondents who are carers

Relatively few Panel members (5%) said they receive home care or support with their daily living, while 8% currently have adaptations to their home and 6% said having adaptations would help them to live more independently at home.

**Receive home care or support with your daily living**

	<b>Regeneration Areas</b>	<b>Rest of Clackmannanshire</b>	<b>Clackmannanshire</b>
No	98%	95%	95%
Yes	2%	5%	5%

**Current home has adaptations**

	<b>Regeneration Areas</b>	<b>Rest of Clackmannanshire</b>	<b>Clackmannanshire</b>
No	92%	91%	92%
Yes	8%	9%	8%

**Adapting current home would help to live independently**

	<b>Regeneration Areas</b>	<b>Rest of Clackmannanshire</b>	<b>Clackmannanshire</b>
No	97%	93%	94%
Yes	3%	7%	6%

## Section 9: Substance misuse and its effects are reduced

Over half of Panel members (51%) believe alcohol use in their community is more common now than it was five years ago (with 36% feeling it is “a lot more common”). However, this represents a fall of 13% since 2012. The same proportion (51%) believes drug use is also more common.

The vast majority of Panel members said alcohol and drug misuse leads to public disorder (76%), family problems (81%), violence (72%) and family problems (72%). However, only 6% said misuse had a negative impact on their family in the last year.

### Alcohol use in your community

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
A lot more common	60%	40%	47%	40%	25%	33%	43%	28%	36%
A little more common	2%	13%	12%	24%	20%	16%	21%	19%	15%
No real change	29%	35%	23%	23%	29%	25%	24%	30%	25%
A little less common	0%	2%	6%	3%	7%	6%	2%	6%	6%
A lot less common	0%	1%	1%	1%	2%	2%	1%	1%	2%
Don't know	9%	9%	11%	9%	17%	18%	9%	16%	16%

**Drug use in your community**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
A lot more common	40%	51%	38%	36%	38%	39%
A little more common	18%	9%	10%	12%	12%	12%
No real change	24%	22%	23%	22%	23%	22%
A little less common	4%	4%	7%	4%	6%	4%
A lot less common	1%	2%	1%	3%	1%	2%
Don't know	13%	12%	21%	23%	20%	21%

**Consequences of drug and alcohol misuse**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Violence	75%	75%	72%	71%	73%	72%
Public disorder	80%	86%	75%	79%	76%	81%
Loss of employment	39%	42%	43%	48%	42%	47%
Ill health	53%	63%	60%	56%	58%	58%
Family problems	71%	73%	75%	72%	74%	72%
Difficulties with parenting skills	61%	56%	63%	62%	62%	61%
Financial difficulties	71%	69%	68%	67%	69%	67%
Litter	43%	47%	47%	50%	46%	49%
Other	4%	3%	1%	2%	2%	2%

**Alcohol and Substance Misuse**

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Alcohol/Substance misuse has a negative impact on your family in the past year**	18%	5%	9%	11%	6%	6%	12%	6%	6%

\* Respondents who state alcohol/substance misuse has a negative impact on their family

\*\*The 2012 figures do not relate solely to the last year

Only 14% of Panel members smoke, with most (9%, or 64% of smokers) wanting to give up or cut down. However, awareness among smokers of how to access stop smoking sessions locally is mixed, with 44% not aware.

Confirming the relatively low rates of smoking, the vast majority of households (81%) have no smokers while 87% said they live in a house which is wholly smoke free.

**Statement that best describes current smoking behaviour**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
I smoke and have no intention of giving up or cutting down	6%	4%	5%
I smoke and I want to give up / cut down	10%	9%	9%
I no longer smoke but used to in the past.	24%	26%	25%
I have never smoked	60%	61%	61%

**Aware of how to access stopping smoking sessions locally**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	83%	49%	56%
No	17%	51%	44%

Base: Current smokers

**Number of smokers living in the home**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
0	86%	79%	81%
1	13%	18%	17%
2	1%	2%	2%
3	0%	Under 1%	Under 1%
4	0%	0%	0%
5+	0%	0%	0%

**Whole house is smoke free**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	88%	87%	87%
No	12%	13	13%

## Section 10: Health is improving and health inequalities are reducing

There has been a fall in the proportion of Panel members who agree that Clackmannanshire is a community where health is improving, from 37% in 2013 to 28% in 2014. However, Panel members' experience of most health related public services is very good. For example, more than 80% feel that the GP service, Forth Valley Royal hospital and Clackmannanshire Community Health Centre are good. Views are more mixed in relation to Social Work Community Care, which 57% of service users rate as good but 43% rate as poor. Very little change in perceptions of the GP service and the hospital were recorded between 2013 and 2014.

**Do you agree or disagree with the following statement about Clackmannanshire?**

	Regeneration Areas				Rest of Clackmannanshire				Clackmannanshire			
	Agree		Disagree		Agree		Disagree		Agree		Disagree	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Clackmannanshire is a community where health is improving	33%	27%	23%	29%	38%	28%	15%	21%	37%	28%	17%	22%

Balancing % stated 'neither agree nor disagree'. Excludes 'don't know' responses

### Experience of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
GP Services	83%	17%	87%	13%	86%	14%
Forth Valley Royal Hospital	88%	12%	82%	18%	83%	17%
Clackmannanshire Community Health Centre	90%	10%	86%	14%	87%	13%
Social Work – Community Care	83%	17%	50%	50%	57%	43%

Base: Respondents using each service



### Change in perception of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
GP Services	94%	83%	89%	87%	90%	86%
Forth Valley Royal Hospital*	88%	88%	86%	82%	86%	83%

\*The figures for 2013 refer to 'hospitals'. Base: Respondents saying each service is 'very good' or 'quite good'

Panel members' attitudes to their current health and well being are very positive, with the vast majority (89%) describing their health as "good" or "fairly good" (similar to the level in 2013). Relatively few residents (only 12%) stated that their health and well being is "not good". However, it is significant that the perception of good health of those living in the regeneration areas has continued to improve. For example, the proportion of Panel members in the regeneration areas describing their health as "not good" in 2012 (29%) fell to 13% in 2013 and to 11% in 2014, the same level recorded for the rest of Clackmannanshire.

### Your physical health in the last 12 months

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Good	41%	56%	63%	52%	54%	56%	50%	55%	57%
Fairly Good	30%	31%	26%	40%	32%	33%	38%	31%	32%
Not Good	29%	13%	11%	8%	14%	11%	12%	14%	11%

The vast majority of Panel members (80%) described their mental health in the last year as being 'good' or 'fairly good'. There has also been a rise in the proportion who described their general mental or emotional well being as either 'very happy' or 'fairly happy'. In 2009, almost three quarters of Panel members (71%) described their general mental or emotional well being in this way. By 2011, this has risen significantly to 85% and it remained around this level in 2012 (85%) and 2013 (81%) before rising again in 2014 to 90%. A similar proportion (92%) also described their overall quality of life as 'very good' or 'fairly good'.

Yet again, the gap which existed in 2012 between the regeneration areas and elsewhere in Clackmannanshire has remained closed. For example, in 2012 just over a quarter (26%) of those in the regeneration areas said they were unhappy compared to only 6% in the rest of Clackmannanshire, a gap of 20%. By 2013, the gap had closed to only 2%, and now stands at only 1%.

### Your mental health in the last 12 months

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Good	80%	80%	80%
Fairly Good	17%	12%	13%
Not Good	3%	8%	7%

### Your general mental or emotional well being

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Very happy	43%	43%	46%	38%	41%	39%	39%	41%	41%
Fairly happy	20%	40%	41%	51%	40%	51%	46%	40%	49%
Neither happy nor unhappy	11%	7%	8%	5%	13%	6%	6%	11%	6%
Fairly unhappy	24%	6%	4%	4%	6%	3%	7%	6%	3%
Very unhappy	2%	2%	1%	2%	Under 1%	1%	2%	1%	1%
Not sure	0%	2%	0%	0%	Under 1%	0%	0%	1%	0%

**Your overall quality of life**

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Very good	32%	39%	41%	34%	39%	42%	33%	38%	42%
Fairly good	40%	42%	46%	58%	50%	50%	55%	49%	50%
Neither good nor poor	2%	9%	8%	5%	5%	5%	5%	6%	5%
Fairly poor	17%	4%	4%	3%	5%	2%	5%	5%	2%
Very poor	9%	6%	1%	0%	1%	1%	2%	2%	1%

## Section 11: Our environment is protected and enhanced by all

Approximately two thirds of Panel members have visited the Ochil Hills/Hillfoots (60%) and open, natural spaces in Clackmannanshire (67%) in the last year, while 32% have visited sites or buildings for their historic or architectural value and 17% have visited sites, buildings or museums for their cultural value. Some Panel members provided details of the places they had visited and the most common included:

- Gartmorn Dam
- Dollar Museum
- Dollar Glen
- Alva Glen
- Menstrie Castle
- Menstrie Glen
- Dumyat
- Alloa Towers
- The Devon Way
- Ochil Hills
- River Devon
- Castle Campbell

### Visited the following in the last year

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
The Ochil Hills/Hillfoots	44%	64%	72%	59%	66%	60%
Open natural spaces in Clackmannanshire	48%	61%	60%	69%	58%	67%
Sites or buildings in Clackmannanshire for their historic or architectural value	15%	20%	31%	34%	28%	32%
Sites, buildings or museums in Clackmannanshire for their cultural value	9%	16%	15%	17%	14%	17%

More than half of all Panel members (58%) said they visited the Gartmorn Dam Nature Park in the last year. Those not visiting the site said this was because they were not interested (29%), did not have enough information (13%) or lacked transport (8%). Some open ended comments also indicated that respondents felt not enough was done to promote the park. Of those visiting

the park, 47% also visited the sunken garden, citing reasons such as they liked the quiet space (58% of this group), that children like it (27%), it had plenty of seating (20%) and that it was a sun trap (18%). However, over half of those visiting the park (53%) did not visit the sunken garden with most of this group (47%) saying they did not know about it or did not know where it is (20%).

#### Visited Gartmorn Dam Nature Park in the last year

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Yes	60%	60%	56%	58%	57%	58%
No	40%	40%	44%	42%	43%	42%

#### Why have you not visited Gartmorn Dam Nature Park in the last year?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Not interested	41%	27%	18%	29%	22%	29%
Lack of Transport	14%	6%	7%	8%	8%	8%
Lack of Information	21%	12%	13%	13%	14%	13%
Other	19%	35%	36%	32%	33%	33%

Base: respondents not visiting Gartmorn Dam Nature Park in last year

#### Visited the sunken garden at Gartmorn Dam Nature Park

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Yes	23%	41%	38%	49%	35%	47%
No	77%	59%	62%	51%	65%	53%

Base: respondents who have visited Gartmorn Dam Nature Park in last year

**Why did you visit the sunken garden at Gartmorn Dam Nature Park**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Sun trap	9%	12%	27%	20%	24%	18%
Plenty of seating	13%	10%	20%	22%	20%	20%
Quiet space	57%	80%	54%	54%	54%	58%
Children like it	22%	17%	27%	29%	27%	27%
Picnic area	44%	7%	8%	6%	13%	6%
Close to the car part	9%	2%	15%	21%	14%	18%
Other	9%	12%	23%	28%	21%	25%

Base: respondents visiting the sunken garden

**Why did you not visit the sunken garden at Gartmorn Dam Nature Park**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Not interested	5%	5%	7%	11%	6%	10%
Don't know about it	60%	52%	57%	45%	58%	47%
Don't know where it is	27%	29%	19%	18%	21%	20%
It is unattractive	4%	1%	9%	8%	8%	7%
Other	8%	19%	9%	20%	8%	20%

Base: respondents not visiting the sunken garden

With the Ochil Hills being an important destination for Panel members, it is not surprising that the vast majority (97%) said they were important to them, with 70% stating they were 'very important'.

**How important are the Ochil Hills to you?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Very important	70%	63%	71%	72%	71%	70%
Quite important	26%	33%	22%	26%	22%	27%
Not important	4%	4%	1%	2%	2%	3%
Not sure	0%	0%	6%	0%	5%	0%

Awareness of the work that the Ochils Landscape Partnership does in Clackmannanshire was relatively low when it was measured in 2011 but improved slightly in 2012 and 2013. As illustrated overleaf, awareness has risen once more, with typically between a third and half of Panel members aware of specific activities of the Partnership. This peaks at 56% for conservation of the natural environment and falls to 14% for the online virtual visitor centre. However, where comparison is possible, awareness of all aspects of the work of the Partnership has risen since 2013.

Almost two thirds of all Panel members (60%) are aware of the industrial heritage of the Ochils but only 28% feel there is enough opportunity to learn about the nature, built and cultural heritage of the Ochil Hills and Hillfoots villages. Consequently, there is significant interest in seeing the following improved:

- Visitor information centre (67%)
- Web site (43%)
- Posters/leaflets in each town and village (43%)
- Newsletter (41%)

- Newspaper advertisements (36%)
- Community participation events (31%)

**Awareness of the work the Ochils Landscape Partnership does in Clackmannanshire**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Conservation of the natural environment	31%	42%	52%	59%	48%	56%
Conservation of the built environment	20%	27%	37%	44%	34%	41%
Providing volunteering opportunities	23%	33%	38%	48%	35%	45%
Providing employment opportunities	14%	15%	22%	22%	20%	21%
Providing training opportunities	12%	16%	20%	23%	18%	21%
Engagement with local communities	21%	29%	38%	45%	34%	42%
Running events for all the family	33%	29%	33%	45%	33%	42%
Getting involved with schools in Clackmannanshire	23%	29%	34%	35%	32%	34%
Running the Ochils Festival	22%	26%	31%	44%	29%	40%
Online virtual visitor centre	N/A	12%	N/A	14%	N/A	14%
Hosting volunteer archaeological digs	N/A	14%	N/A	25%	N/A	23%



**Aware of the industrial heritage of the Ochils**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Yes	39%	50%	63%	62%	58%	60%
No	45%	37%	23%	19%	27%	22%
Not sure	16%	13%	14%	19%	15%	18%

**Feel there is enough opportunity to learn about the nature, built and cultural heritage of the Ochil Hills and Hillfoots Villages**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Yes	12%	23%	27%	29%	24%	28%
No	57%	35%	40%	37%	43%	36%
Not sure	31%	42%	33%	34%	33%	36%

**What would you like to see improved**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Visitor Information Centre	74%	51%	63%	71%	65%	67%
Newsletter	45%	49%	43%	39%	43%	41%
Web site	52%	43%	48%	43%	49%	43%
Community participation events	26%	26%	32%	33%	31%	31%
Posters / leaflets in each town and village	51%	40%	49%	43%	49%	43%
Radio advertisements	18%	20%	15%	8%	15%	11%
Television advertisements	23%	22%	14%	12%	16%	14%
Newspaper advertisements	49%	40%	39%	35%	41%	36%

Approximately two thirds of Panel members say they know ‘a lot’ or ‘a fair amount’ about climate change (68%) and Fairtrade (64%), while a slightly lower proportion claimed a similar level of knowledge of sustainability (46%) and biodiversity (38%). Just under three quarters (74%) also said they bought Fairtrade products ‘regularly’ or ‘sometimes’.

**Know about following terms**

	A lot	A fair amount	Just a little	Nothing - have only heard of the term	Nothing - have never heard of it
Climate change	16%	52%	30%	2%	0%
Fairtrade	16%	48%	31%	5%	0%
Sustainability	10%	36%	39%	11%	4%
Biodiversity	9%	29%	43%	11%	8%

### Change in awareness 2013-2014

	2013	2014
Climate change	62%	68%
Fairtrade	60%	64%
Sustainability	44%	46%
Biodiversity	38%	37%

Base: respondents stating they know 'a lot' or 'a fair amount'

### How often do you buy Fairtrade products?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Regularly	17%	18%	25%	20%	23%	20%
Sometimes	52%	48%	52%	56%	52%	54%
Rarely	14%	17%	17%	18%	17%	18%
Never	9%	12%	3%	3%	4%	5%
Not sure	8%	5%	3%	3%	4%	3%

Between half and three quarters of Panel members said they have installed double glazing, draught proofing, insulation and upgraded their central heating system, while 64% also said they have turned down the heating thermostat in their home. Although only 6% have installed microgeneration technologies, 29% said they will do this or consider doing so in the future. Other changes made to improve sustainability include:

- Turn off the lights when they aren't needed (92%)
- Recycle things that can't be reused (90%)
- Buy energy efficient appliances (87%)
- Avoid wasting food (85%)
- Fill up the washing machine or tumble dryer (84%)
- Choose items that will last (75%)

**Heating and insulation of your home**

	I have done this		I will do this to		I will consider doing this		I will not do this		Don't know/NA	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Upgrade the heating system in your home	46%	51%	8%	5%	18%	17%	12%	9%	16%	18%
Install microgeneration technologies in your home (e.g. solar water heating, biomass boilers, heat pumps)	5%	6%	1%	6%	29%	23%	39%	42%	26%	23%
Install insulation in your home	66%	71%	3%	1%	14%	9%	5%	5%	12%	14%
Install draught proofing in your home	56%	51%	5%	4%	17%	23%	7%	5%	15%	17%
Install double glazing in your home	72%	69%	1%	2%	6%	5%	7%	4%	14%	20%
Turn down the heating thermostat in your home	76%	64%	6%	9%	9%	13%	6%	7%	3%	7%

**Changes to improve sustainability**

	I have done this		I will do this to		I will consider doing this		I will not do this		Don't know/NA	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Buy energy efficient appliances, light bulbs, TVs or other products	88%	87%	3%	4%	6%	5%	2%	2%	1%	2%
Turn off lights when they aren't needed	92%	92%	3%	4%	1%	3%	4%	1%	0%	0%
Avoid leaving things on standby	73%	91%	8%	9%	14%	14%	4%	5%	1%	1%
Fill up the washing machine or tumble dryer instead of running half loads	85%	84%	3%	5%	7%	6%	3%	2%	2%	3%
Walk, cycle or use public transport instead of using the car	58%	48%	6%	13%	19%	17%	13%	15%	4%	7%
Drive more efficiently, following 'eco-drive' principles	47%	50%	10%	12%	18%	14%	8%	7%	17%	16%
Use alternatives to flying where practical	27%	25%	6%	10%	21%	21%	17%	19%	29%	25%
Avoid wasting food	83%	85%	9%	8%	6%	6%	1%	1%	1%	0%
Eat a healthy diet, high in fruit and vegetables	78%	74%	13%	12%	8%	14%	1%	0%	0%	0%
Avoid buying over-packaged goods	50%	54%	13%	16%	29%	25%	3%	3%	5%	2%
Choose items that will last	82%	75%	7%	16%	9%	7%	1%	1%	1%	1%
Re-use or refurbish old items	59%	66%	10%	8%	21%	15%	5%	7%	5%	5%
Recycle things that can't be reused	85%	90%	5%	4%	7%	4%	1%	1%	2%	1%

## Section 12: Public agencies are improving

Panel members were asked how they would rate their experience of public services in general in the last year. As indicated below, the vast majority (93%) rated their experience as either 'very good' or 'fairly good', a rise on the 83% recorded by Panel members in 2012 and 91% in 2013. However, there has been no significant change in the proportion of Panel members who agree that public agencies work well together in Clackmannanshire (42%).

### How would you rate Clackmannanshire public services in general?

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2012	2013	2014	2012	2013	2014	2012	2013	2014
Very good	15%	20%	21%	12%	23%	19%	13%	23%	19%
Fairly good	70%	66%	73%	70%	69%	74%	70%	68%	74%
Quite poor	7%	11%	4%	15%	6%	7%	13%	7%	6%
Fairly poor	8%	3%	2%	3%	2%	0%	4%	2%	1%

Base: All respondents using public services in last year

### Public agencies work well together in Clackmannanshire

	Regeneration Areas				Rest of Clackmannanshire				Clackmannanshire			
	Agree		Disagree		Agree		Disagree		Agree		Disagree	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Public agencies work well together in Clackmannanshire	34%	34%	12%	9%	44%	43%	7%	12%	42%	42%	8%	12%

Balancing % stated 'neither agree nor disagree'. Excludes 'don't know' responses

In addition to measuring Panel members' experiences of public services overall, they were asked to indicate how they rated their experience of some individual public services in the last year. The table overleaf presents the views of Panel members who have used each service in the last year and which demonstrates very positive ratings for most services, particularly the following:

- Refuse collection / recycling (96%)
- Community access points (96%)
- Libraries (94%)

The perception of two services (Planning and Housing) was based on very small sub samples and these results should be treated with caution (and perhaps not measured in this way in future). However, the sub sample for the street cleaning service was more robust, indicating that 20% of Panel members regard it as poor.

### Experience of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
Libraries	99%	4%	93%	7%	94%	6%
Sport and Leisure	88%	12%	91%	9%	91%	9%
Housing services	63%	37%	83%	17%	76%	24%
Planning Services	54%	46%	69%	31%	69%	31%
Street cleaning	82%	18%	80%	20%	80%	20%
Refuse collection/recycling	94%	6%	97%	3%	96%	4%
Parks and open spaces	89%	11%	94%	6%	93%	7%
Community access points	90%	10%	98%	2%	96%	4%
Council Contact Centre	81%	19%	87%	13%	85%	15%

Base: Respondents using each service

Discounting Planning and Housing because of their low sub sample of service users, all services have recorded either a rise in the proportion of Panel members who have rated them as good or recorded the same level measured in 2013. In particular, there has been a 14% rise for Sport and Leisure and a 9% rise for community access points.

**Change in perception of Public Services**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2013	2014	2013	2014	2013	2014
Libraries	93%	99%	92%	93%	92%	94%
Sport and Leisure	88%	88%	75%	91%	77%	91%
Housing services	61%	63%	78%	83%	76%	76%
Planning Services	92%	54%	87%	69%	88%	69%
Street cleaning	65%	82%	77%	80%	74%	80%
Refuse collection/recycling	93%	94%	97%	97%	96%	96%
Parks and open spaces	77%	89%	91%	94%	88%	93%
Community access points	83%	90%	87%	98%	87%	96%
Council Contact Centre	70%	81%	89%	87%	85%	85%

Base: Respondents saying each service is 'very good' or 'quite good'



## **Appendix 1 Questionnaire**

Dear Panel Member,

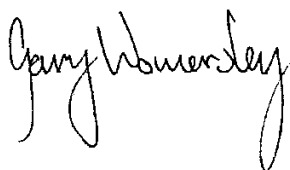
**Clackmannanshire Survey 2014**

Enclosed with this letter is the eleventh survey of the Clacks 1000 on Clackmannanshire in 2014. Your response to this survey will be important to agencies and services in planning local services to improve Clackmannanshire as a place to live.

Your opinions are important to the Clackmannanshire Alliance. The response to our last surveys has been very high and the information we have gathered has provided vital feedback to local agencies. You can read reports from all the Clacks 1000 surveys on Clacksweb [www.clacksweb.org.uk/community/clacks1000/](http://www.clacksweb.org.uk/community/clacks1000/)

Hexagon Research and Consulting is managing the Clacks 1000 on behalf of the Alliance. **Please complete the survey 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 on 0800 032 8297 (free phone).**

Thank you for your participation in this important survey.



COUNCILLOR WOMERSLEY  
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, Police Scotland, Scottish Fire and Rescue Service, Forth Valley College, Clackmannanshire Business and the Voluntary and Community Sectors.

## Section 1: Clackmannanshire has a positive image and attracts people and businesses

Q1. Do you agree or disagree with the following statements about Clackmannanshire?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Clackmannanshire is a good place to live.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good availability of affordable housing.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good physical environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is a great place to work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good job prospects.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is a cost effective business location.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good public transport provision.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good cycle networks.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good walking networks	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has attractive places to visit and things to do.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good choice of shopping 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
Clackmannanshire has a good access to nature and open spaces.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good sports and leisure 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
Clackmannanshire has good community activities and 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

**Q2. Overall, how satisfied are you with Clackmannanshire as a place to live?**

- |                                    |                          |   |
|------------------------------------|--------------------------|---|
| Very satisfied                     | <input type="checkbox"/> | 1 |
| Quite satisfied                    | <input type="checkbox"/> | 2 |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> | 3 |
| Quite dissatisfied                 | <input type="checkbox"/> | 4 |
| Very dissatisfied                  | <input type="checkbox"/> | 5 |
| Not sure                           | <input type="checkbox"/> | 6 |

**Q3. How would you rate your neighbourhood (within 1 mile) as a place to live?**

- |             |                          |   |
|-------------|--------------------------|---|
| Very good   | <input type="checkbox"/> | 1 |
| Fairly good | <input type="checkbox"/> | 2 |
| Fairly poor | <input type="checkbox"/> | 3 |
| Very poor   | <input type="checkbox"/> | 4 |
| Not sure    | <input type="checkbox"/> | 5 |

**Q4. Which, if any, of the following aspects of your immediate neighbourhood (within 1 mile) do you particularly like or dislike? Please tick all that apply.**

- |   | Like                       | Dislike                    |
|---|----------------------------|----------------------------|
| How your neighbourhood is maintained              | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| Availability of public transport                  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The safety of your neighbourhood                  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| Your outlook/view                                 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The noise levels in your neighbourhood            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The friendliness of people in your neighbourhood  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The shops in your neighbourhood                   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The local schools in your neighbourhood           | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The sense of community in your neighbourhood      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The speed/safety of traffic in your neighbourhood | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The cleanliness/tidiness of your neighbourhood    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

**Q5. As a local resident, would you recommend these attractions to tourists?**

	Not recommended	Barely recommended	Unsure	Fairly recommended	Highly recommended
Ochil Hills/hill walking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Castle Campbell	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Alloa Tower	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Gartmorn Dam	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Sterling Mills Shopping Outlet	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Golf Clubs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Cycle networks	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Glen trails	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q6. As a local resident, what do you consider to be the best family tourist experience in Clackmannanshire?**

Please specify-----

**Q7. Do you think that improvements are needed to tourist attractions in Clackmannanshire?**

Yes  1 Please specify what improvements are needed

-----

No  2

**Q8. Do you plan to move in the foreseeable future?**

- I don't plan to move from my present home (go to Q11)  1
- I plan to move in 5+ years  2
- I plan to move in the next 2-5 years  3
- I plan to move next year  4
- I am in the process of moving  5
- Not sure (go to Q11)  6

**Q9. If you plan to move in the foreseeable future, what is the reason for your move?9**

- A smaller home  1
- A bigger home  2
- A home on one level  3
- To be nearer relatives  4
- To be nearer work  5
- Other, please state \_\_\_\_\_  6

**Q10. What would be your preferred location?**

- Town centre  1
- Residential area (housing estate)  2
- Rural / Country location  3
- Other, please state \_\_\_\_\_  4

**Section 2: Our Communities are more cohesive and inclusive.**

**Q11. Do you agree or disagree with the following statements about Clackmannanshire?**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Clackmannanshire has a strong sense of community.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is an area where equalities and diversity is promoted	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
People in Clackmannanshire help their neighbours.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
People in Clackmannanshire get involved in community groups/activities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q12. Have you undertaken any work or activities on a voluntary basis in the last 12 months?**

- Yes  1 Go to Q13
- No  2 Go to Q14

**Q13. Why did you become involved in this type of voluntary work? Please tick all that apply.**

- |  |                            |
|--|----------------------------|
| Helps local groups                             | <input type="checkbox"/> 1 |
| Helps local people                             | <input type="checkbox"/> 1 |
| Helps me to meet people                        | <input type="checkbox"/> 1 |
| Develops my skills                             | <input type="checkbox"/> 1 |
| Gives me work experience                       | <input type="checkbox"/> 1 |
| Helps funding                                  | <input type="checkbox"/> 1 |
| Gives me a purpose                             | <input type="checkbox"/> 1 |
| Makes me feel happy                            | <input type="checkbox"/> 1 |
| Makes me feel involved in my community         | <input type="checkbox"/> 1 |
| I wanted to repay support that I have received | <input type="checkbox"/> 1 |
| Other (please specify)<br>_____                | <input type="checkbox"/> 1 |

**You can find out more about local volunteering opportunities by contacting Clackmannanshire Third Sector Interface CTSI on 01259 213840 [www.ctsi.org.uk](http://www.ctsi.org.uk)**

**Q14. This question asks about your experience of some of the ways that the Council communicates with residents.**

	Yes	No	Sometimes
Do you receive a copy of the Council's publication, the <b>Clackmannanshire View</b> , which is delivered four times a year to households?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Do you read the <b>Clackmannanshire View</b> ?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Have you accessed any Council services as a result of reading the <b>Clackmannanshire View</b> ?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Please let us know of any changes that you would like made to the <b>Clackmannanshire View</b> ? _____			
Do you use the Council's website, <b>Clacksweb</b> ?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Did you find the information that you were looking for on <b>Clacksweb</b> ?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Are you aware of the Council's social media pages on Facebook and Twitter?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Do you use social media (Facebook or Twitter) to engage with the Council?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Please let us know if there is anything else that you would like to be able to do on <b>Clacksweb</b> . _____			



**Q15. Do you agree or disagree with the following statements about the Council?**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree
Clackmannanshire Council meets or exceeds expectations in communicating with me.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
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	<input type="checkbox"/> 4	<input type="checkbox"/> 5
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	<input type="checkbox"/> 4	<input type="checkbox"/> 5
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	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Overall, I am satisfied with the information available on results and feedback of consultations	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Overall I am satisfied with the information that the Council provides on its own performance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Overall, I am satisfied with the information the Council publishes on income and expenditure	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q16. How would you prefer to be consulted on Public Services in Clackmannanshire?**

Public meetings	<input type="checkbox"/> 1
Letter to residents with paper survey to complete	<input type="checkbox"/> 1
Information on Clacksweb with online survey to complete	<input type="checkbox"/> 1
Information in View with feedback form to complete	<input type="checkbox"/> 1
Small focus groups	<input type="checkbox"/> 1
Telephone surveys	<input type="checkbox"/> 1
Other, please specify	<input type="checkbox"/> 1

### Section 3: People are better skilled, trained and ready for learning and employment

**Q17. How would you rate your experience of the following public educational services in Clackmannanshire in the last year?**

	Very Good	Quite Good	Quite Poor	Very Poor	Haven't used in last year
Nursery Schools	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Primary Schools	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Secondary Schools	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Forth Valley College	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q18. Do you agree or disagree with the following statements about Clackmannanshire?**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Clackmannanshire is benefitting from economic revival	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
There are a lot of local job opportunities for people in Clackmannanshire	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
There are some job opportunities for people in Clackmannanshire	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
There are relatively few job opportunities for people in Clackmannanshire	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good opportunities for adult based learning.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q19. Do you feel any of the following difficulties exist in Clackmannanshire? Please tick all that apply.**

- Local jobs are poorly paid  1
- Local jobs tend to be part time  1
- Local jobs are not in the right occupations  1
- Other, please state  1
- \_\_\_\_\_

**Q20. Do you think that there are more job opportunities this year, compared with last year?**

- Yes  1
- No  2

**Q21. Are you currently in employment or seeking work?**

- Yes  1 Go to Q22
- No  2 Go to Q24

**Q22. Are any of the following barriers to you getting a job or securing a better job? Please tick all that apply.**

- |   | Getting a job              | Securing a better job      |
|---|----------------------------|----------------------------|
| Lack of training                          | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |
| Lack of qualifications                    | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |
| Lack of affordable childcare              | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |
| Transport problems                        | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |
| Lack of relevant job opportunities        | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |
| Lack of job opportunities with decent pay | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 |

**Q23. Are you aware of the following services in Clackmannanshire that help people to find jobs? Please tick all that apply.**

- |  |                          |   |
|--|--------------------------|---|
| Council / Clackmannanshire Works                                       | <input type="checkbox"/> | 1 |
| Jobcentre Plus   | <input type="checkbox"/> | 1 |
| Skills Development Scotland  | <input type="checkbox"/> | 1 |
| Triage / Work Programme  | <input type="checkbox"/> | 1 |
| Council / Young Parents Project  | <input type="checkbox"/> | 1 |
| Council / Activity Agreements  | <input type="checkbox"/> | 1 |
| PACE (Partnership Action for Continuing Employment) Redundancy Support | <input type="checkbox"/> | 1 |

**Q24. Which of the following do you think are important actions? Please rate 1-5 with 1 being the most important.**

- |   |                          |
|---|--------------------------|
| Getting more young people into work           | <input type="checkbox"/> |
| Getting more adults into work                 | <input type="checkbox"/> |
| Bringing jobs to the area                     | <input type="checkbox"/> |
| Creating more apprenticeships                 | <input type="checkbox"/> |
| Assistance with starting up your own business | <input type="checkbox"/> |

## Section 4: Our Communities are Safer

**Q25. How satisfied are you with the way each of these is being tackled in Clackmannanshire?**

- |                                | Very Satisfied             | Quite satisfied            | Neither satisfied nor dissatisfied | Quite dissatisfied         | Very dissatisfied          | Not Sure                   |
|--------------------------------|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|
| Tackling crime                 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3         | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Tackling anti social behaviour | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3         | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Improving road safety          | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3         | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

**Q26. How would you rate your experience of the following public services in Clackmannanshire in the last year?**

	Very Good	Quite Good	Quite Poor	Very Poor	Haven't used in last year
Police Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Fire Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Social Services - Child Protection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Social Services - Adult Protection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Street lighting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Roads	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Environmental Health	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Trading Standards	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Criminal Justice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q27. How safe or unsafe do you feel in your neighbourhood?**

	During the day	At night
Very safe	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Quite safe	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Not very safe	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Not safe at all	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Not sure	<input type="checkbox"/> 5	<input type="checkbox"/> 5

**Q28. In the past year have you ever felt fearful about becoming a victim of crime?**

- Yes  1 Go to Q29
- No  2 Go to Q31
- Not sure  3 Go to Q31

**Q29. How frequently have you felt fearful of becoming a victim of crime in the past year?**

- Most of the time  1
- Quite often  2
- Only occasionally  3
- Not at all  4
- Not sure  5

**Q30. Has the fear of becoming a victim of crime stopped you from doing any of the following in the last year?**

	Never	Rarely	Often	Always
Taking part in community activities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Visiting friends or family	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Taking your usual route home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Staying out later at night	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Using public transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

**Q31. Do you know who your local community police team are?**

- Yes  1
- No  2

More information on your local police team can be found at [www.scotland.police.uk/your community](http://www.scotland.police.uk/your community)

**Q32. Using a scale of 1 to 5 (where 1 is very effective and 5 is not effective at all), please indicate how effective the following ways would be for Police Scotland to communicate advice and information to you.**

	1 Very effective	2	3	4	5 Not effective at all
Email newsletter	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Information posted through your door	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Local newspapers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Police and community meetings	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Police Scotland website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Social networking sites e.g. Facebook, Twitter	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

## Section 5: Vulnerable people and families are supported

**Q33. Do you agree or disagree with the following statements about Clackmannanshire?**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Public agencies in Clackmannanshire work well to support vulnerable people and families	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Voluntary organisations and charities in Clackmannanshire work well to support vulnerable people and families.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Benefits applications are administered fairly and efficiently	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q34. Do you feel that you have enough knowledge of the Government's Welfare Reform programme?**

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

[www.clacksweb.org.uk/council/welfarereforms](http://www.clacksweb.org.uk/council/welfarereforms)

**Q35. To what extent is the Government Welfare Reform programme having an impact on your household income?**

None	<input type="checkbox"/> 1
Little	<input type="checkbox"/> 2
Some	<input type="checkbox"/> 3
Substantial	<input type="checkbox"/> 4
Not sure	<input type="checkbox"/> 5

**Q36. Do you know where to access money advice services locally?**

- Yes  1  
No  2

Money advice team on 01259 450000 or [moneyadvice@clacks.gov.uk](mailto:moneyadvice@clacks.gov.uk)

**Q37. Have you, or someone you know, used a Clackmannanshire food bank in the last year?**

- Yes, I have  1  
Yes, someone I know has  2  
No  3

**Q38. Are you, or someone you know, at risk of homelessness?**

- Yes, I am  1  
Yes, I know someone who is  2  
No  3

Housing support service 01259 450000 or [housingsupportteam@clacks.gov.uk](mailto:housingsupportteam@clacks.gov.uk)

**Q39. Do you provide any regular help or care for any sick, disabled or frail person?**

- Yes  1  
No  2

**Q40. What is your relationship with the person that you help or care for?**

- Parent  1  
Son/Daughter  2  
Husband/Wife/Partner  3  
Friend  4  
Neighbour  5  
Other (please specify)  6



**Q41. Do you receive any home care or support to assist you with daily living?**

No  1

Yes  2

Please specify  
\_\_\_\_\_

**Q42. Does your current home have any adaptations?**

No  1

Yes  2

**Q43. Would adapting your current home help you to live more independently?**

No  1

Yes , please give details  2  
\_\_\_\_\_

## Section 6: Substance misuse and its effects are reduced

**Q44. Do you feel that alcohol and drug use in your community is more or less common compared to five years ago?**

	Alcohol Use	Drug Use
A lot more common	<input type="checkbox"/> 1	<input type="checkbox"/> 1
A little more common	<input type="checkbox"/> 2	<input type="checkbox"/> 2
No real change	<input type="checkbox"/> 3	<input type="checkbox"/> 3
A little less common	<input type="checkbox"/> 4	<input type="checkbox"/> 4
A lot less common	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Not sure	<input type="checkbox"/> 6	<input type="checkbox"/> 6

**Q45. What do you consider are the main consequences of drug and alcohol misuse in Clackmannanshire? Please tick all that apply**

Violence	<input type="checkbox"/> 1
Public disorder	<input type="checkbox"/> 1
Loss of employment	<input type="checkbox"/> 1
Ill health	<input type="checkbox"/> 1
Family problems	<input type="checkbox"/> 1
Difficulties with parenting skills	<input type="checkbox"/> 1
Financial difficulties	<input type="checkbox"/> 1
Litter	<input type="checkbox"/> 1
Other, please specify _____	<input type="checkbox"/> 1

**Q46. Do you think that alcohol/substance misuse has had a negative impact on your family in the past year?**

Yes  1      No  2

**Alcohol/drugs help 0845 673 1774**

**Q47. Which of the following statements best describes your current smoking behaviour?**

I smoke and have no intention of giving up or cutting down	<input type="checkbox"/> 1
I smoke and I want to give up / cut down	<input type="checkbox"/> 2
I no longer smoke but used to in the past.	<input type="checkbox"/> 3
I have never smoked	<input type="checkbox"/> 4

**Q48. Are you aware of how to access stopping smoking sessions locally?**

Yes  1      No  2

Smokeline 0800 84 84 84 or [www.canstopsmoking.com](http://www.canstopsmoking.com)

**Q49. How many smokers are there living in your home?**

0	<input type="checkbox"/> 1
1	<input type="checkbox"/> 2
2	<input type="checkbox"/> 3
3	<input type="checkbox"/> 4
4	<input type="checkbox"/> 5
5+	<input type="checkbox"/> 6

**Q50. Is your house smoke free (no-one smokes in any room)?**

Yes  1      No  2

Keep your family safe from second hand smoke - if you choose to smoke, please go outside.

## Section 7: Health is improving and health inequalities are reducing

**Q51. Do you agree or disagree with the following statement about Clackmannanshire?**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Clackmannanshire is a community where health is improving.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q52. How would you rate your experience of the following health facilities serving Clackmannanshire in the last year?**

	Very Good	Quite Good	Quite Poor	Very Poor	Haven't used in last year
GP Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Forth Valley Royal Hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Clackmannanshire Community Health Centre CCHC	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Social Work - Community Care	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q53. Over the last 12 months, how would you say your health has been on the whole?**

	Physical health	Mental Health
Good	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Fairly good	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Not Good	<input type="checkbox"/> 3	<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 happy	<input type="checkbox"/> 2
Neither happy nor unhappy	<input type="checkbox"/> 3
Fairly unhappy	<input type="checkbox"/> 4
Very unhappy	<input type="checkbox"/> 5
Not sure	<input type="checkbox"/> 6

**Q55. Which statement comes closest to describing how you feel about your overall quality of life at the moment?**

Very good	<input type="checkbox"/> 1
Fairly good	<input type="checkbox"/> 2
Neither good nor poor	<input type="checkbox"/> 3
Fairly poor	<input type="checkbox"/> 4
Very poor	<input type="checkbox"/> 5
Not sure	<input type="checkbox"/> 6

## Section 8: Our environment is protected and enhanced for all

**Q56. Have you visited any of the following in the last year?**

	Yes (please state where)	No
The Ochil Hills/Hillfoots	<input type="checkbox"/> 1 _____	<input type="checkbox"/> 2
Open natural spaces in Clackmannanshire	<input type="checkbox"/> 1 _____	<input type="checkbox"/> 2
Sites or buildings in Clackmannanshire for their historic or architectural value	<input type="checkbox"/> 1 _____	<input type="checkbox"/> 2
Sites, buildings or museums in Clackmannanshire for their cultural value (language, photographs, art, music, dance)	<input type="checkbox"/> 1 _____	<input type="checkbox"/> 2

**Q57. Have you visited Gartmorn Dam Nature Park in the last Year?**

Yes  1                      No  2  
Go To Q59                      Go To Q58

**Q58. Why have you not visited Gartmorn Dam Nature Park in the last Year?**

Not interested  1  
Lack of Transport  1  
Lack of Information  1  
Other, please specify  1  
\_\_\_\_\_

Go To Q62

**Q59. Did you visit the sunken garden at Gartmorn Dam Nature Park?**

Yes  1                      No  2  
Go To Q 60                      Go To Q61

**Q60. Why did you visit the sunken garden at Gartmorn Dam Nature Park?**

- |                       |                          |   |
|-----------------------|--------------------------|---|
| Sun trap              | <input type="checkbox"/> | 1 |
| Plenty of seating     | <input type="checkbox"/> | 1 |
| Quiet space           | <input type="checkbox"/> | 1 |
| Children like it      | <input type="checkbox"/> | 1 |
| Picnic area           | <input type="checkbox"/> | 1 |
| Close to the car part | <input type="checkbox"/> | 1 |
| Other, please specify | <input type="checkbox"/> | 1 |

Go To Q62

**Q61. Why did you not visit the sunken garden at Gartmorn Dam Nature Park?**

- |                        |                          |   |
|------------------------|--------------------------|---|
| Not interested         | <input type="checkbox"/> | 1 |
| Don't know about it    | <input type="checkbox"/> | 1 |
| Don't know where it is | <input type="checkbox"/> | 1 |
| It is unattractive     | <input type="checkbox"/> | 1 |
| Other, please specify  | <input type="checkbox"/> | 1 |

**Q62. 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 |

**Q63. Are you aware of the following work that the Ochils Landscape Partnership does in Clackmannanshire?**

	Aware	Not aware
Conservation of the natural environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Conservation of the built environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Providing volunteering opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Providing employment opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Providing training opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Engagement with local communities	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Running events for all the family	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Getting involved with schools in Clackmannanshire.	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Running the Ochils Festival	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Online virtual visitor centre	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Hosting volunteer archaeological digs	<input type="checkbox"/> 1	<input type="checkbox"/> 2

**Q64. Are you aware of the industrial heritage of the Ochils?**

- Yes  1
- No  2
- Not sure  3

**Q65. Do you feel there is enough opportunity to learn about the nature, built and cultural heritage content of the Ochil Hills and Hillfoot Villages?**

- Yes  1
- No  2
- Not sure  3

**Q66. How would you like to see this improve? Please tick all that apply.**

- Visitor Information 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

**Q67. How much, if anything, would you say you know about the following terms?**

	A lot	A fair amount	Just a little	Nothing - have only heard of the term	Nothing - have never heard of it
Climate change	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Fair trade	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Sustainability	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Biodiversity	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q68. How often do you buy Fairtrade products?**

- Regularly  1
- Sometimes  2
- Rarely  3
- Never  4
- Not sure  5



**Q69. Which of the following have you done, or would consider doing?**

	I have done this	I will do this	I will consider doing this	I will not do this	Don't know / not applicable
Upgrade the heating system in your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Install microgeneration technologies in your home (e.g. solar water heating, biomass boilers, heat pumps)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Install insulation in your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Install draught proofing in your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Install double glazing in your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Turn down the heating thermostat in your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q70. Which of the following do you do, or would consider doing?**

	I do this	I will do this	I will consider doing this	I will not do this	Don't know / not applicable
Buy energy efficient appliances, light bulbs, TVs or other products	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Turn off lights when they aren't needed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Avoid leaving things on standby	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Fill up the washing machine or tumble dryer instead of running half loads	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Walk, cycle or use public transport instead of using the car	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Drive more efficiently, following 'eco-drive' principles	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Use alternatives to flying where practical	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Avoid wasting food	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Eat a healthy diet, high in fruit and vegetables	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Avoid buying over-packaged goods	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Choose items that will last	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Re-use or refurbish old items	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Recycle things that can't be reused	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Section 9: Public Agencies are Improving**

**Q71. How would you rate your experience of public services *in general* in Clackmannanshire *in the last year*?**

- Very good  1
- Fairly good  2
- Fairly poor  3
- Very poor  4
- Haven't used in last year  5

**Q72. Do you agree or disagree with the following statement about Clackmannanshire?**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Public agencies work well together in Clackmannanshire.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q73. How would you rate your experience of the following Council services in Clackmannanshire in the last year?**

	Very Good	Quite Good	Quite Poor	Very Poor	Haven't used in last year
Libraries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Sport and Leisure Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Housing Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Planning Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Street Cleaning	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Refuse Collection/recycling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Parks and open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Community Access Points CAPs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Council Contact Centre	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q74. Clackmannanshire Council would like to hold focus groups over the next year on important issues which affect our communities. Please let us know if you would like to be involved in taking part in these focus groups?**

- Yes  1
- No  2

***Thank you for taking the time to complete this questionnaire.***

***If you have any further comments on any questions in this survey, please use the box below.***

***Please return this form in the enclosed FREEPOST envelope***

**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 original Panel had a total of 1,014 Panel members, with 708 in the wider Clackmannanshire area and 306 in the regeneration areas. In March 2013, it was agreed to refresh the Panel and to boost the number of members in the regeneration areas.

A total of 754 new Panel members were recruited to replace the 705 who had not responded to recent survey exercises. Added to the 504 existing active members, the refreshed Panel now has 1,258 members. Of these 431 are from the Regeneration areas and 827 from elsewhere in Clackmannanshire.

#### **The 2013 Clacks 1,000**

- **Total number of Panel members – 1,258**
- **Panel members from Regeneration areas – 431**
- **Panel members from elsewhere in Clackmannanshire – 827**

### *Summer 2014 Survey*

A comparison of the 2012 Clacks 1,000 and the newly refreshed 2013 Panel indicates the profile has remained largely unchanged. For example, there has only been a slight rise in Panel members who are owner occupiers (from 70% to 75.8%) and a fall in Council renters from 19.2% to 13.2%, while the proportion of pensioner households has risen marginally, from 26.4% to 29.2%.

Compared to the 2011 Census, the 2013 Panel also contains a higher proportion of those aged 60-74 (29.7% compared to 21.7%). However, this reflects a common trend of a higher than expected response from older residents and is rectified at the re-weighting stage for each survey (when the response is weighted to reflect the actual profile of the age population within the two areas; the Regeneration areas and elsewhere in Clackmannanshire).